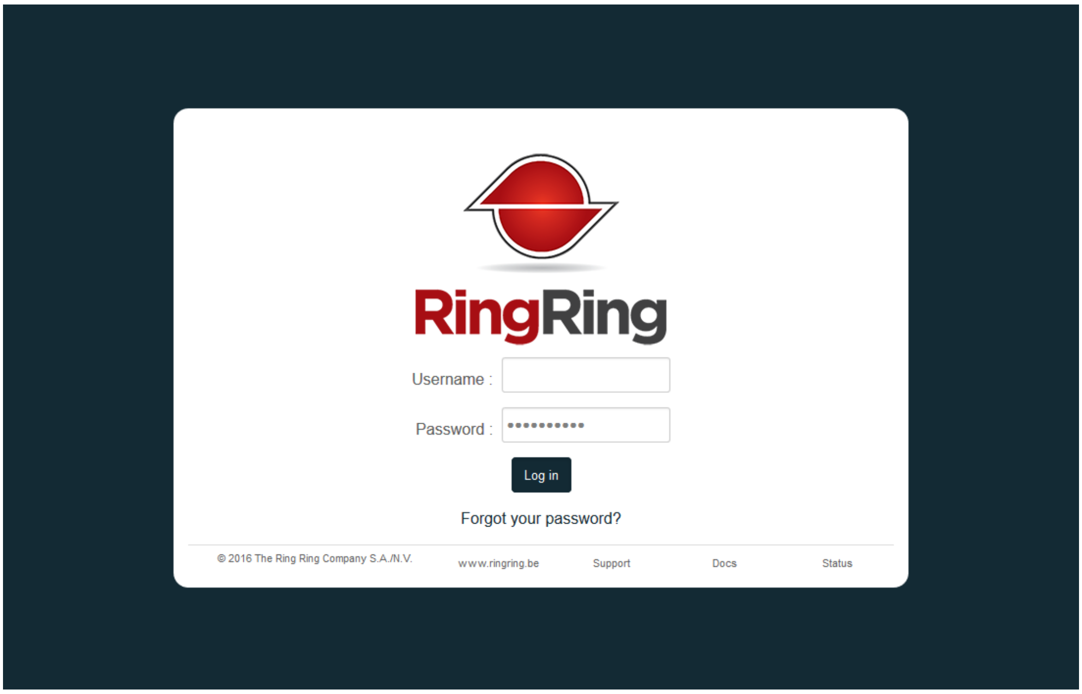
CrisisCommunicationCenter User manual



Contents

1. Introduction [Top ↑]

1.1 Account creation and first setup

When subscribing to our CrisisCommunicationCenter, the first step will be to validate the admin account. We will send you an email to activate your account and define a password.

Once done, you can start using the CrisisCommunicationCenter.

Since it is not possible to add new contacts during the trigger or creation of an alert, the first step would be to setup your contacts.

2. Contact management Top ↑

2.1 Introduction

It is important that your contacts are ready and up to date. Chances are, you will not have the time to update your contacts when you are in the urgency of triggering an alert.
For this reason, we suggest you plan a contact maintenance in your CrisisManagement workflow.

There are multiple tools at your disposal to create/update/delete contacts.
We will discuss the manual route and the bulk route. The API route is explained in the separate API documentation you can find inside the tool itself.

2.2 Contact setup

Before working with your contacts, you might want to define customised fields (via the menu Settings/Contact Fields). Those fields will be used every time a contact is used.
You can decide to disable a custom field and enable it back at a later time if needed.

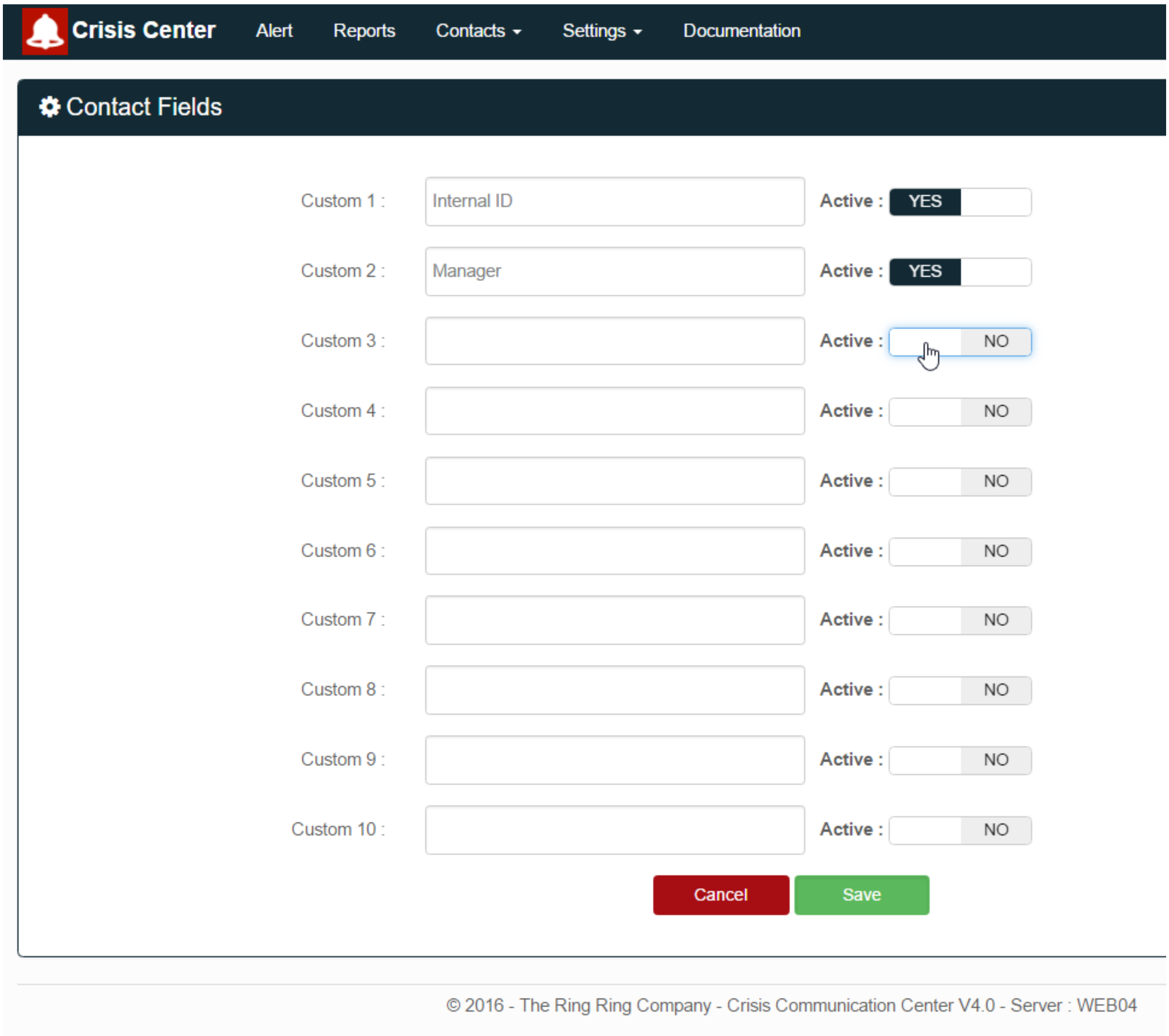


Figure 1: The custom contact fields management page.

2.3 Manual contacts, groups management & Group Calendar

Via the Contacts menu, it is possible to manage contacts and group of contacts.
It is easier to first create the groups and then the contacts. This allows you to add them in different groups immediately when creating them.

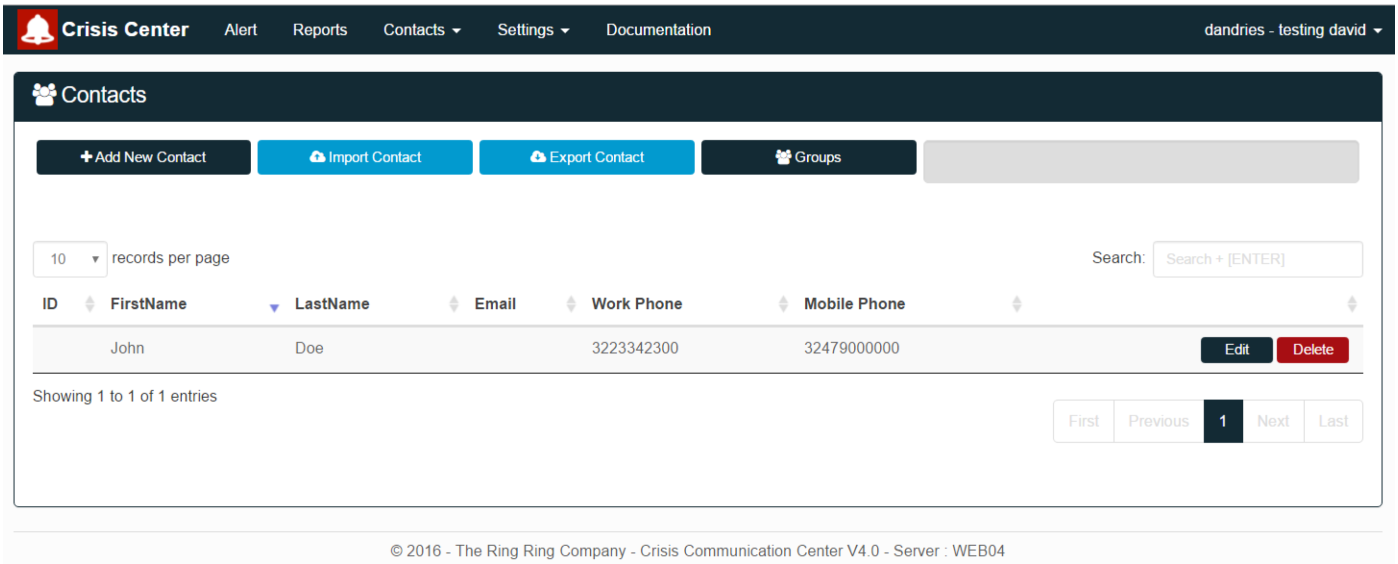


Figure 2 The contact page gives you a clear overview of all your contacts. You can directly edit them from here if needed.

You can simply go to groups and click on New Group to create your groups and Sub Groups.

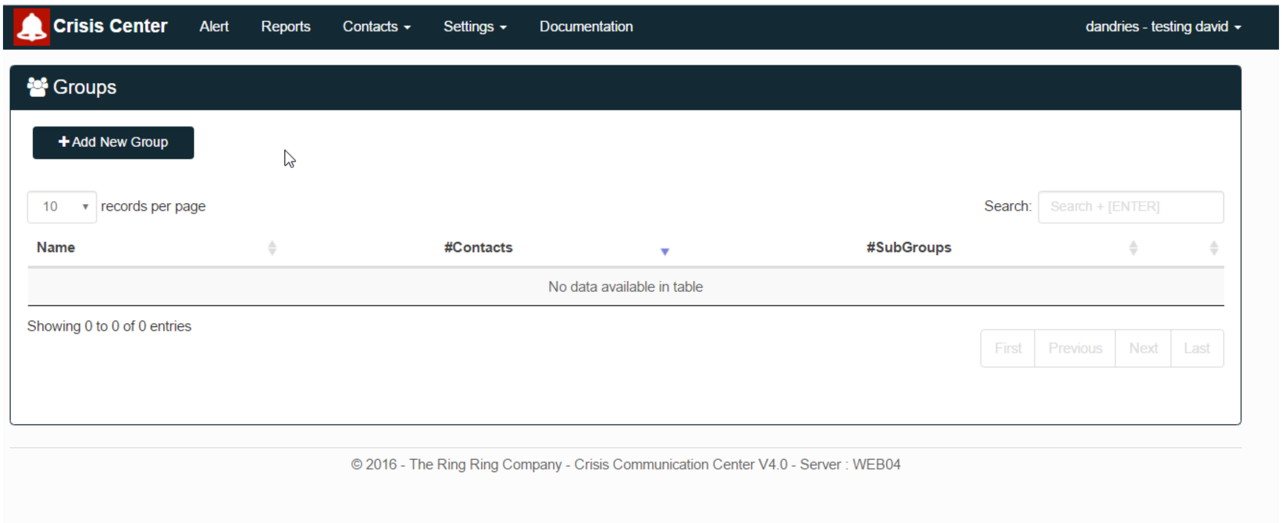


Figure 3 The groups page gives you an overview of how many contacts and subgroups are in each groups.

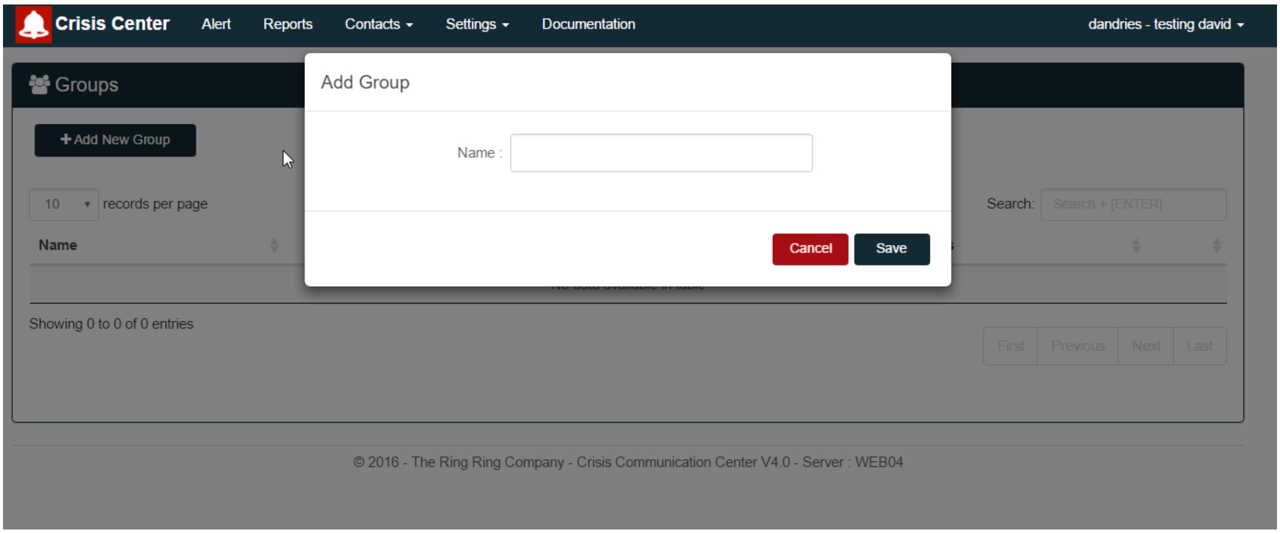


Figure 4 The new group page.

From the Group Settings page, you can edit group settings and their contacts. You can also add subgroups and have an overview of contacts in the group.

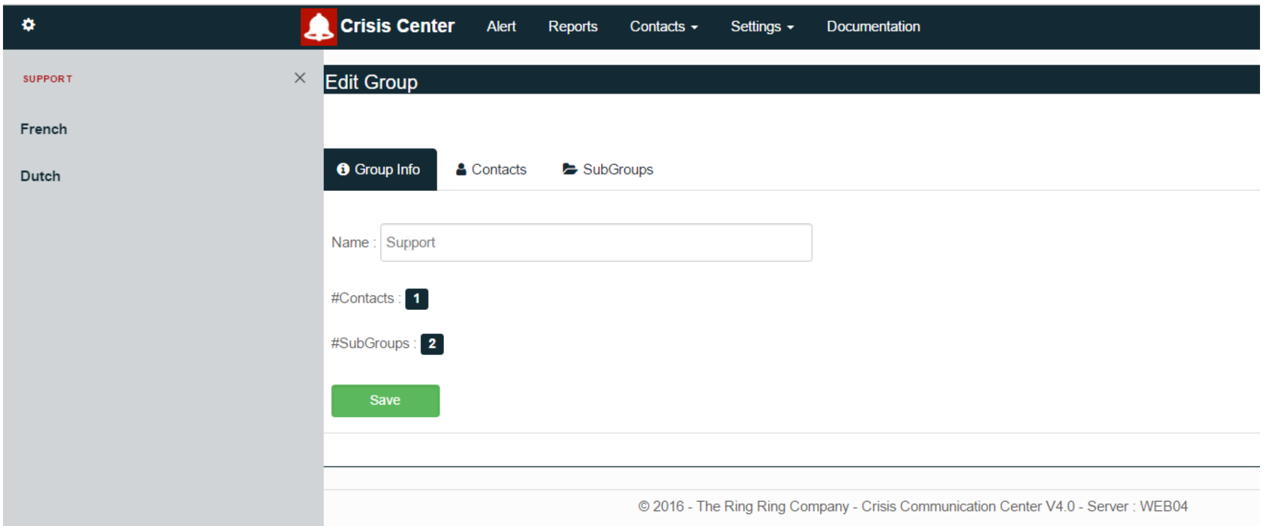


Figure 5 The group settings page allows to change all the settings linked to a group.

When you have defined the groups you wish to use, you can go back to the contacts page and click new contact.

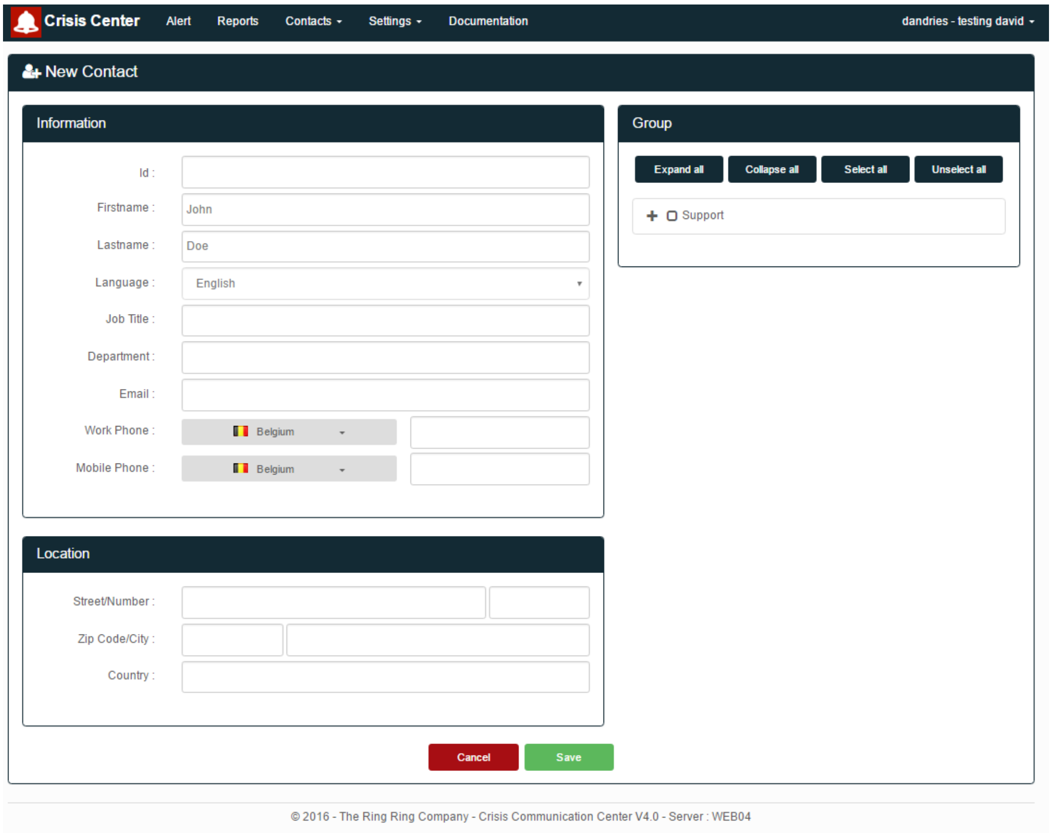


Figure 6 When creating a new contact, you can either complete all the fields or only fill the bare minimum.

Since you have already created your groups, you can choose the groups in which you want the contact to be.
The language defined for the user will define the language of the SMS/Voice/Email he will receive. It is set to English by default.

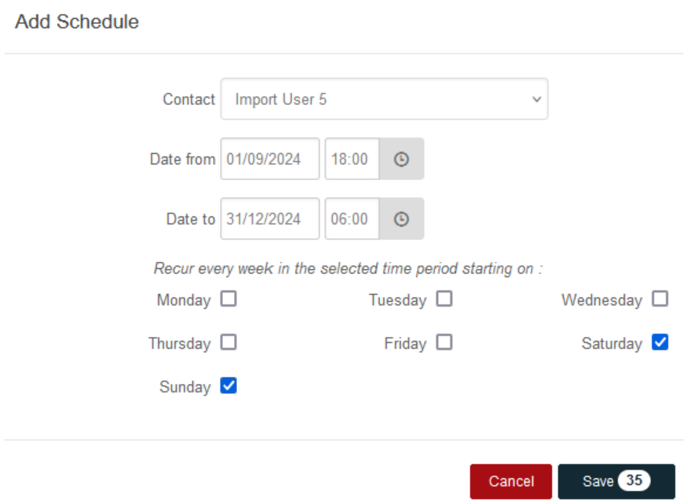
Contacts can be edited at all times. When an alert is triggered, the latest information will be used. Not the information that was defined at the time the template was created.
This allows you to update contact information at any given time without having to recreate an entire alert.

GROUP CALENDAR

The Group Calendar feature allows administrators to define and manage time slots when specific contacts should be alerted in a crisis situation. This feature is designed to ensure that only the relevant personnel are notified based on their availability within a specified time frame.

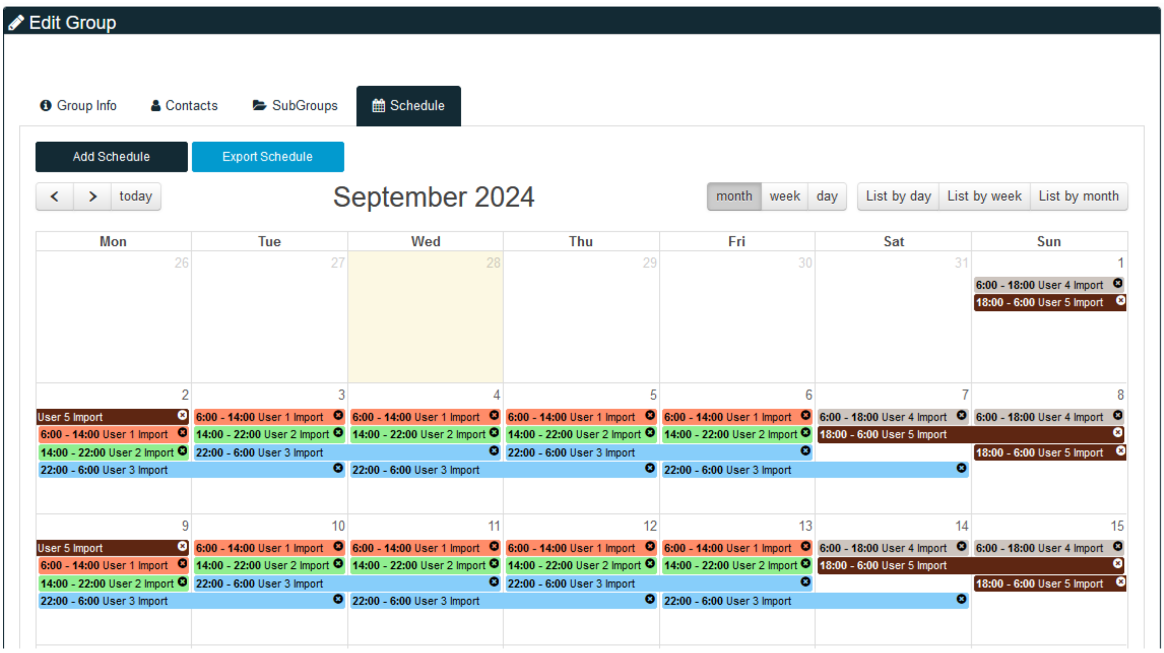
Key Features:

1. *Schedule Management:*
    - *Flexible Scheduling:* Administrators can define and manage multiple schedules for each contact within a group. These schedules specify the exact time periods when a contact is available to receive alerts.



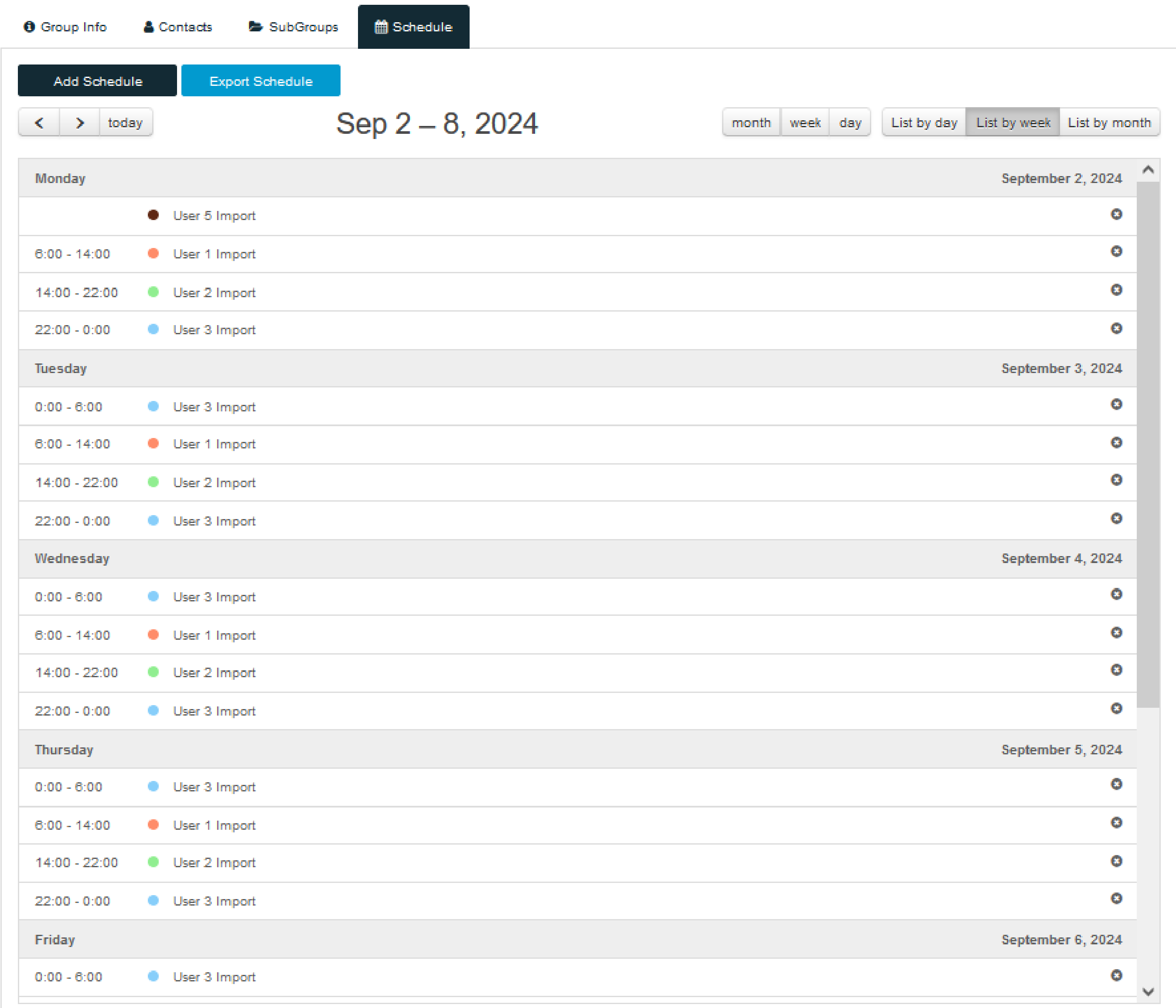
- *Overlapping Schedules:* Contacts can have overlapping schedules across different groups. For instance, a contact might be available for one group from 9 AM to 12 PM and for another group from 10 AM to 2 PM, but not simultaneously within the same group.
- *Default Settings:* The default schedule is set to cover a 24-hour period, from 8:00 AM to 8:00 AM the next day. This default can be adjusted to meet specific requirements.
- *Deletion and Flexibility:* Administrators have the flexibility to delete schedules when they are no longer needed. It's also not mandatory to have a contact scheduled at all times.

To activate a schedule for a group, navigate to *Contacts/Groups*. Either create a new group with the "Is Scheduled" option set to "ON," or edit an existing group to enable this option. Once activated, a new "Schedule" option will appear in the menu. You can then add schedules for each group member or export the schedules you've configured.



Group Calendar Overview:
When accessing the Schedule within a Group:

- *Monthly/Weekly/Daily View:* The main screen provides a comprehensive overview of all contacts within a group, displaying who is scheduled at any given time. This allows administrators to quickly assess coverage and ensure adequate availability.
- **Detailed Navigation:** Users can navigate the calendar on a day-by-day basis, enabling them to focus on specific days, such as starting from a particular day like Thursday.
- **Recurring Schedules:** Automated Recurrences:** Administrators can set recurring schedules for contacts, such as having someone on call every Monday. This reduces the need for manual updates and ensures consistent coverage.



Additionally, under **Contacts/Schedules**, administrators can view all agents on duty for each group, with detailed information on each agent's assigned time periods; helping them make quick decisions during a crisis.

Additional Notes:
- Static Group Alerting: To send alerts to all contacts, regardless of their schedule, a separate static group must be created. Alerts sent to this group will bypass the scheduling rules and notify all members.

2.4 Automated contacts & groups management (using file upload)

When dealing with big amounts of contacts, it is usually easier to work with Excel files.

We have developed a custom-made importer that will allow you to use most excel layouts without having to edit your excel files to much.

In some cases, the file upload will not work however, if too many macros and interactivity is present in your file. Feel free to contact us if you need help making your file work with the CrisisCommunicationManager.

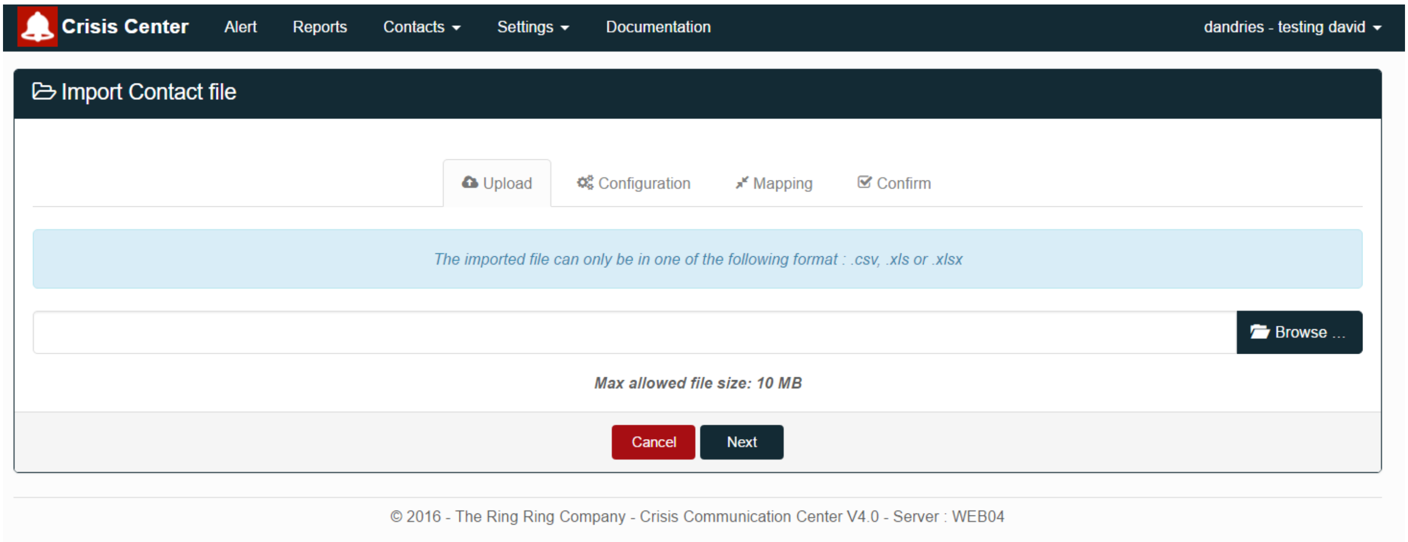


Figure 7 The contact upload wizard.

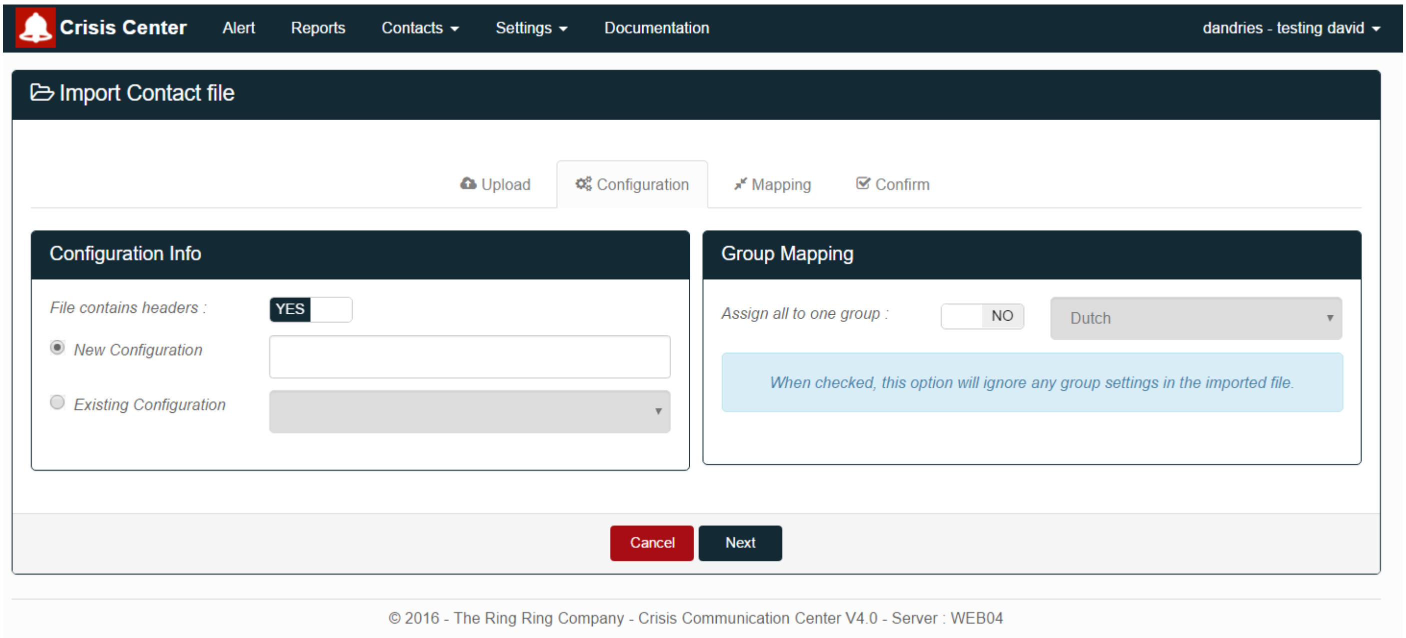


Figure 8 File upload automation.

When uploading a file, you can choose to use an existing configuration or create a new configuration that will be saved for next time. You can delete unused configurations by going to the settings and delete it there.
The configuration allows you to map the columns of your Excel file to the contact fields in the CrisisCommunicationCenter.

You can also preselect a group when uploading a file. This allows you to quickly assign users to a specific group if you did not do it in the file.

Hint: The easiest way to have a good file to upload is downloading an export of the existing contacts. This will give you a clear view of which columns to use.

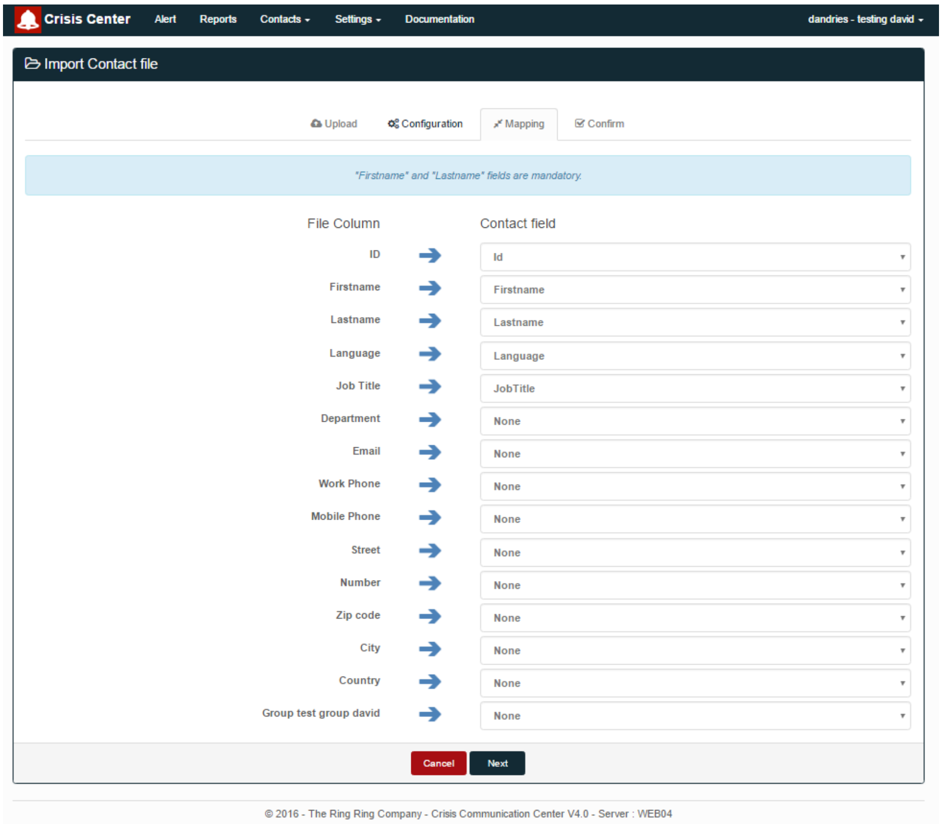


Figure 9 The column mapping screen.

The next screen allows you to map each column of your uploaded file and the existing columns in the CrisisCommunicationCenter. This is the part that will be saved in your configuration so that you do not have to restart the mapping every time you want to upload your contacts.

When uploading a file, contacts that already exist in the system will be updated with the information of the latest file you uploaded.

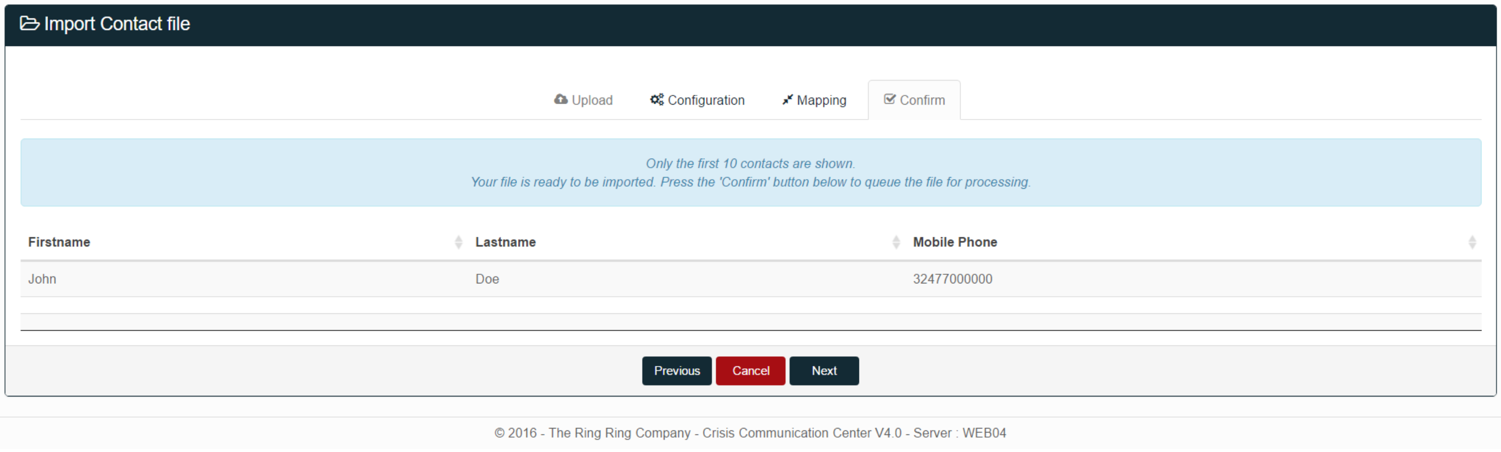


Figure 10 Upload preview screen.

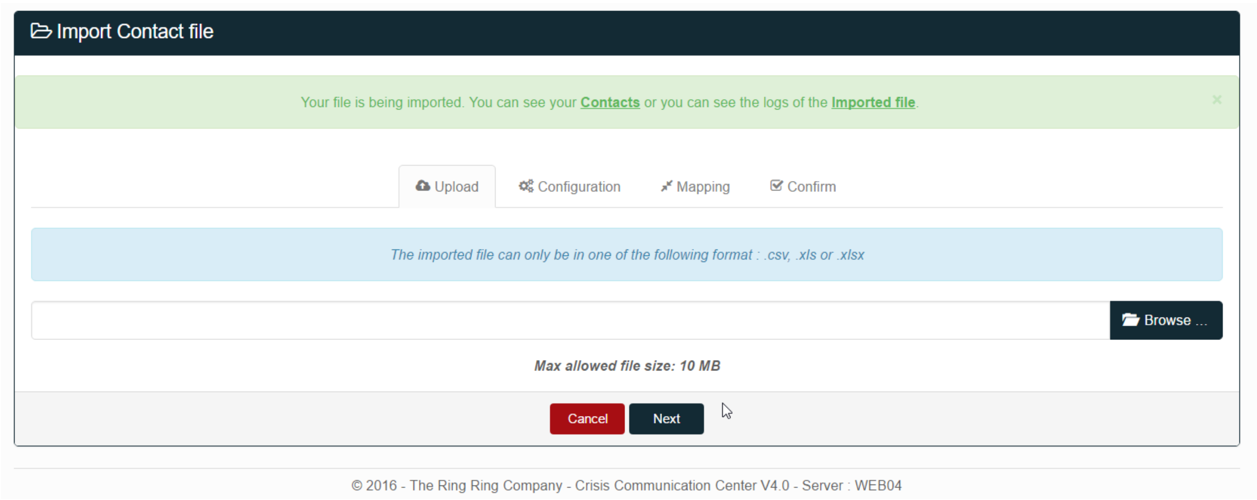


Figure 11 Upload confirmation screen.

When a file is uploaded, it is sent to our servers where it will be processed. This might take a few minutes depending on the filesize. You will receive an email when the process is done and your contacts are imported in the tool.

The phone number in the field Mobile Phone is used to send a SMS or to call.
If there is not phone number in the field Mobile Phone, the phone number in the field Work Phone is used (only to call, not SMS)
So basically the Work Phone is the backup of Mobile Phone for calls.

3. Alerts management Top ↑

3.1 Introduction

An alert is composed of multiple elements:

- Time configuration
- SMS configuration
- Voice configuration
- Email configuration
- Contacts configuration

By predefining each of those elements, you can create templates so that when the moment comes, you can trigger the alert with a minimum of only two clicks (you need to be authenticated for this).

3.2 Time configuration

The time at which you send an alert can be scheduled or you can send it immediately.

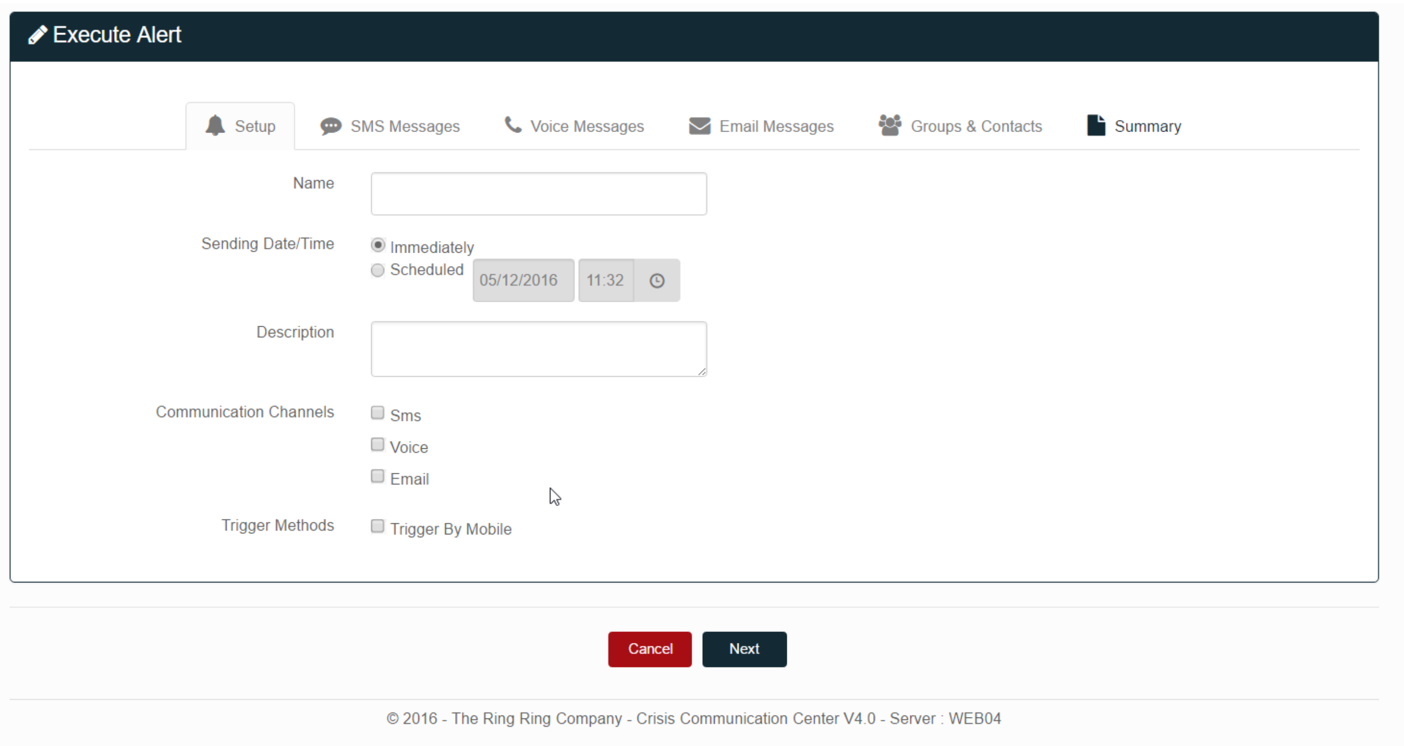


Figure 12 The sending date and time can only be set when sending an alert.

Time configuration only happens when an alert is sent. By default, immediately is selected as the sending date from the alert when using the alert wizard.

3.3 SMS configuration

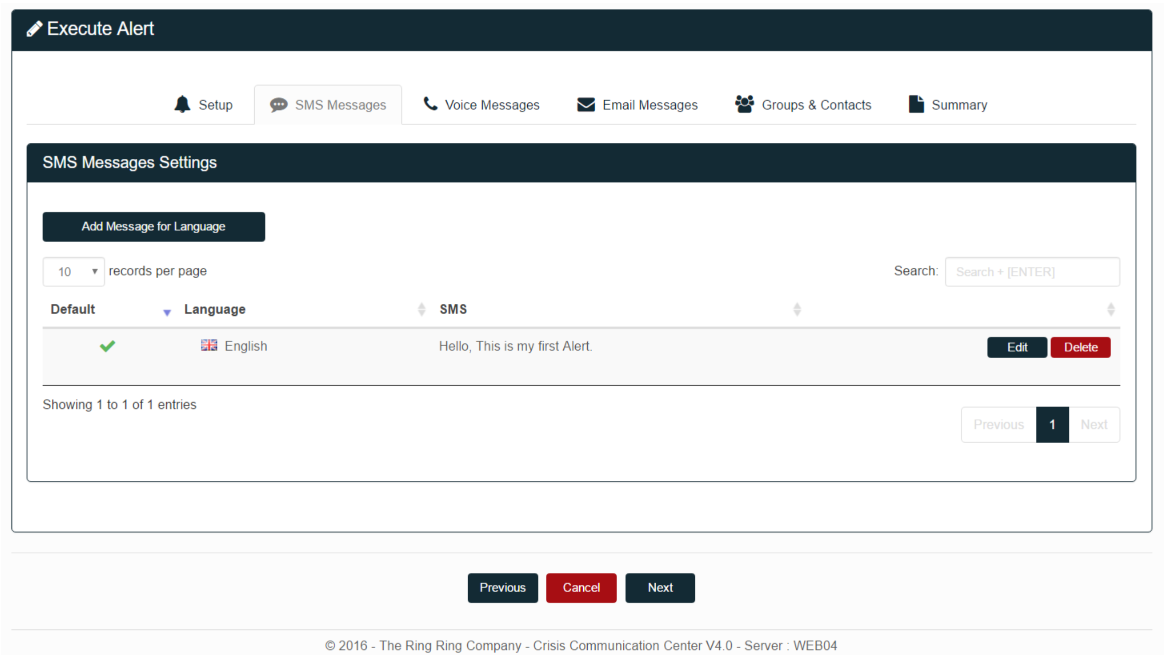


Figure 13 The SMS tab of a new alert.

In the SMS Messages tab of the alert wizard, you can define what SMS will be send for the alert.

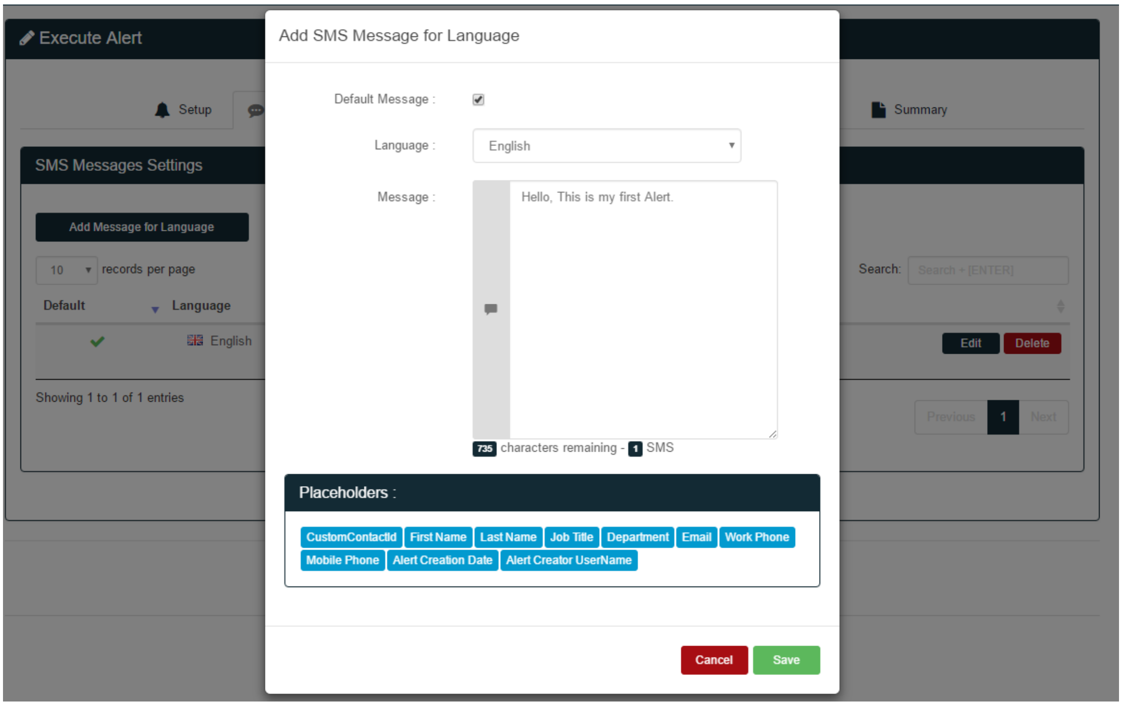


Figure 14 The new SMS window with the placeholders visible.

When configuring your SMS, you can define the language and decide if it is the default message to be used.
The default message is used when there is no SMS for the language defined in the profile of the end user.

The placeholders refer to each contact individually. This allows you to personalize the message to each end user, by using for example his name or last name.
By using the placeholders, you do enter a variable in the SMS' length. We do not take into account the length of the real value of a placeholder. Please keep that in mind if you are limited in the amount of characters you sent.

The answers to CrisisCommunicationCenter's SMS are limited to the following lists.
Answers considered as 'Accepted':

- ok
- oké
- yes
- ja
- oui
- 0k
- 0ké
- 0ui

Answers considered as 'Declined' or 'Rejected':

- no
- nee
- non
- n0
- n0n

3.4 Voice configuration

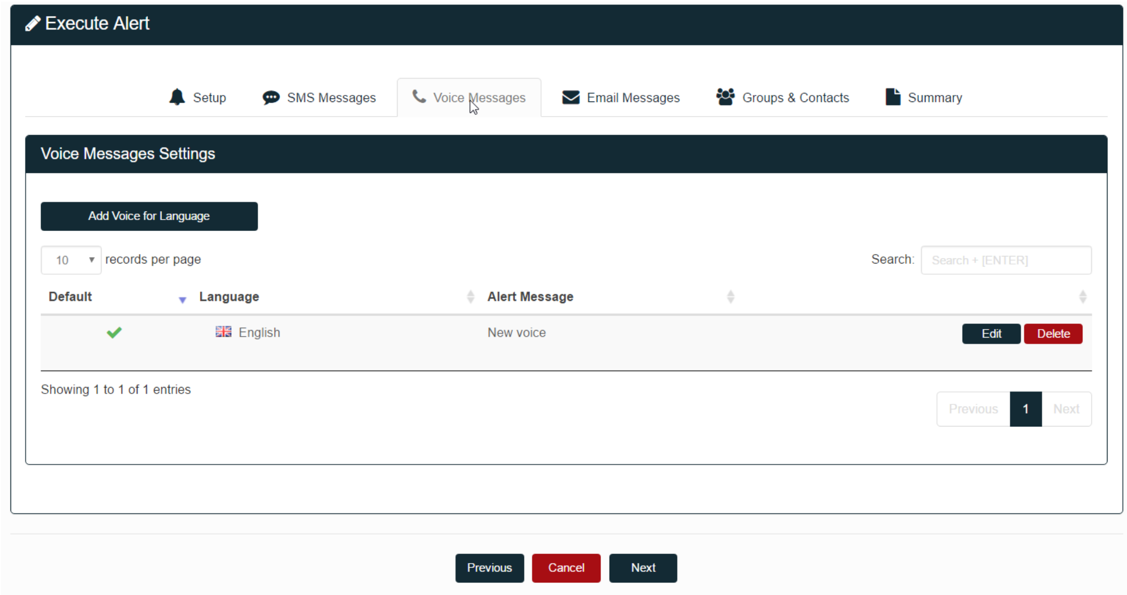


Figure 15 The Voice tab of a new alert.

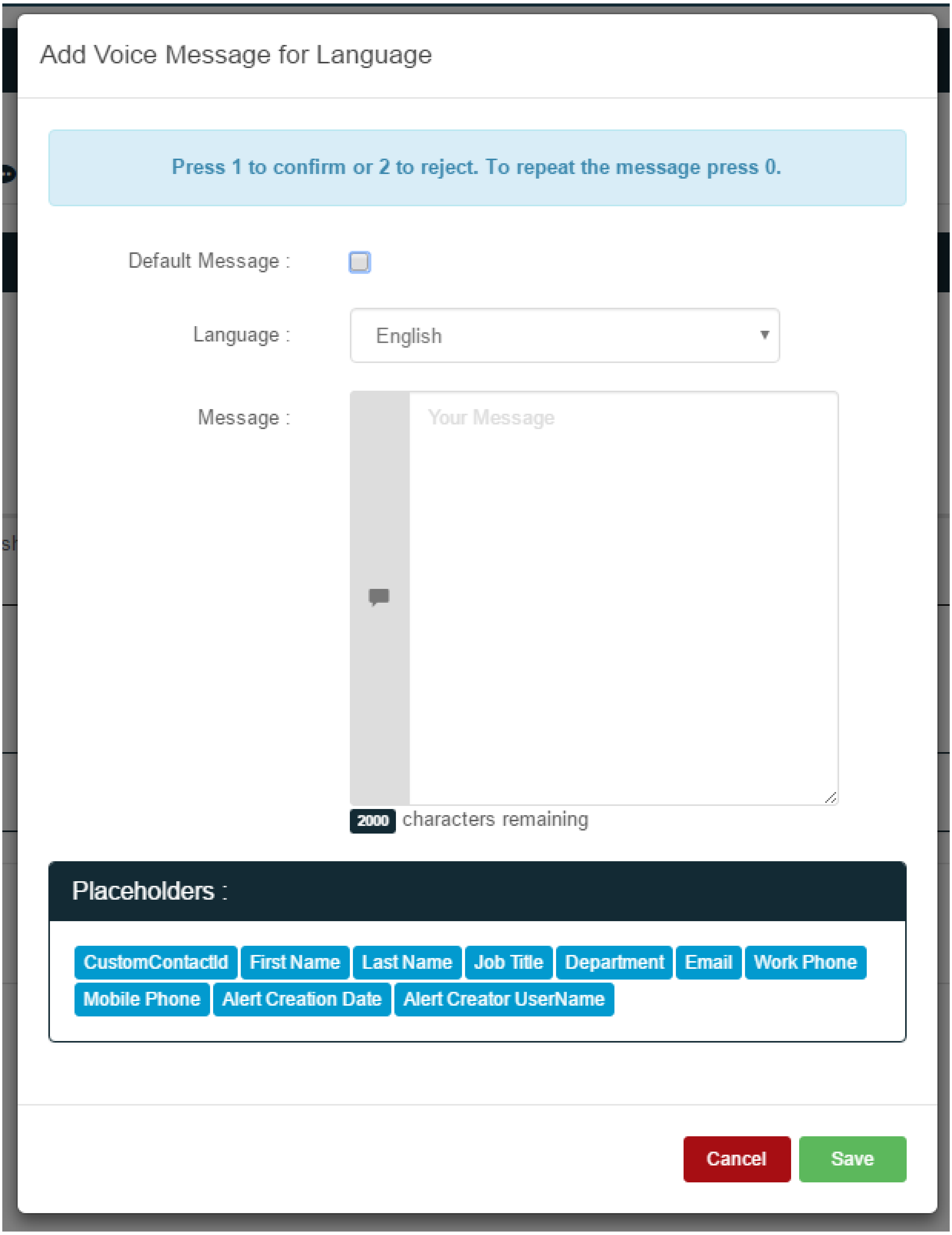


Figure 16 The new Voice Message window with the placeholders visible.

The window to create a new voice configuration adds some extra fields.
You need to define the menu, a confirmation message and a rejection message.

As mentioned, if the user press 1, it is accepted, 2 it is rejected and 0 replays the entire message. Do not forget to tell that to the end user when creating your message to be able to retrieve his feedback.

Ex: There is a fire in block A. Please go to nearest fire emergency exist. Confirm this messages by pressing 1, decline by pressing 2 or press 0 to listen to this message again.

The messages you type will be generated in Text-To-Speech on the fly during your alert.

3.5 Email configuration

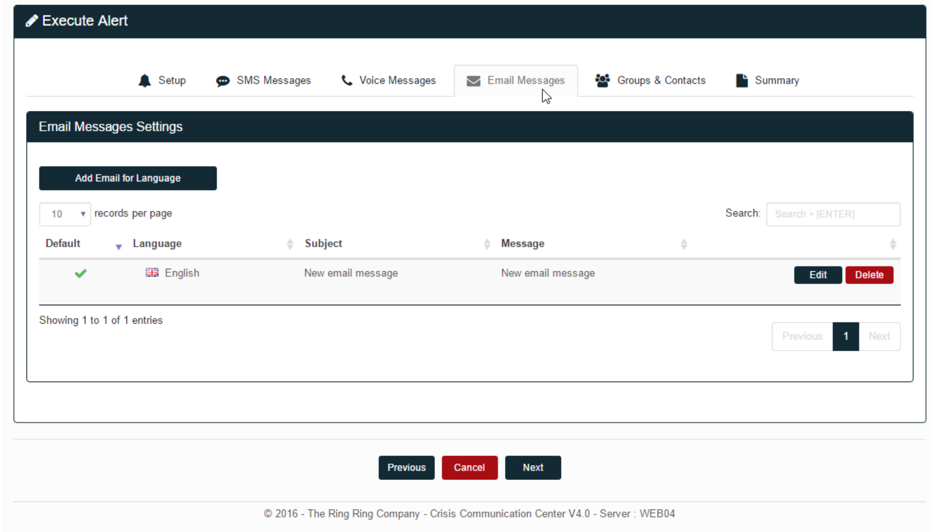


Figure 17 The Email tab of a new alert.

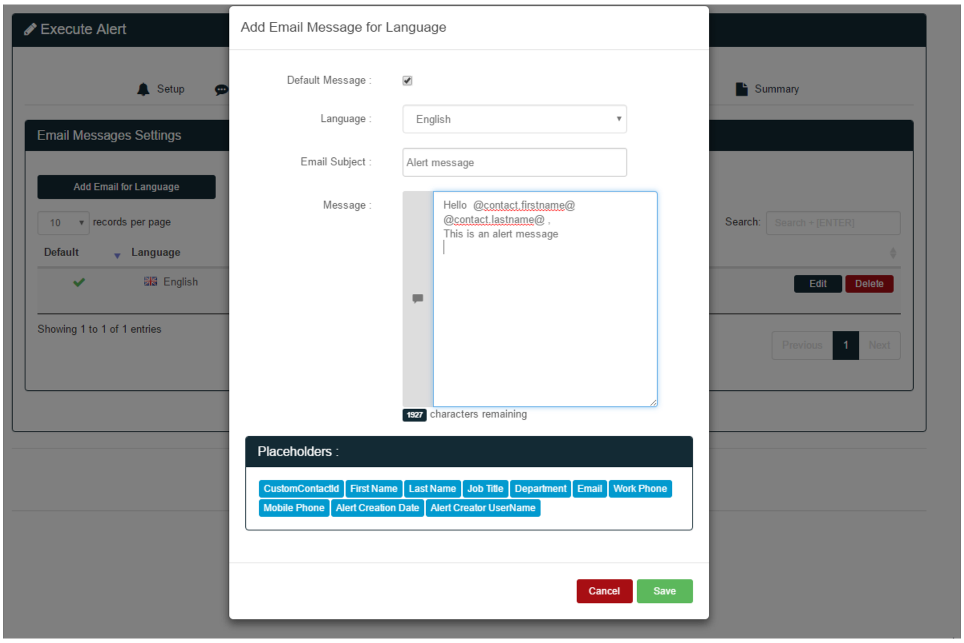


Figure 18 The new Email window with the placeholders visible.

The new Email window adds an Email Subject field. This allows to define the email of the subject that will be send to your contacts.

3.6 Contacts configuration

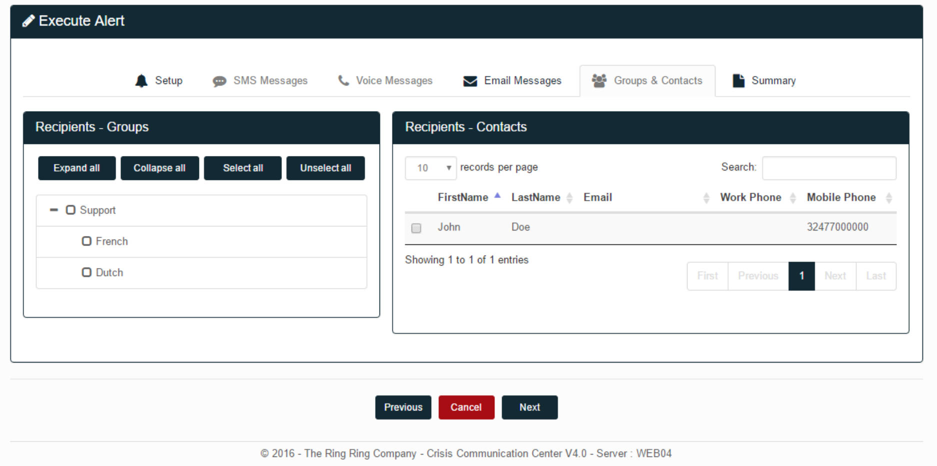


Figure 19 The Contacts tab of a new alert.

You can select contacts individually, select groups or even mix both when selecting all the contacts you need.
As mentioned before, contacts must be ready when sending an alert.

3.7 Sending the alert

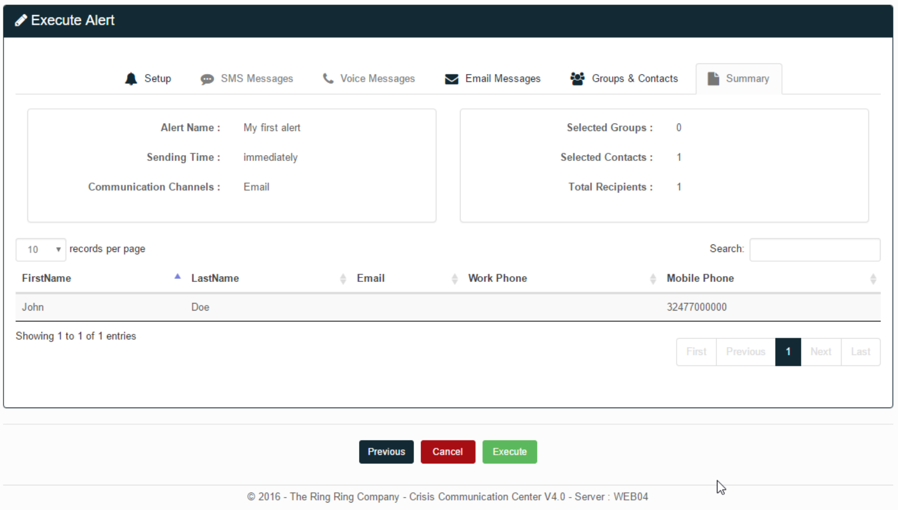
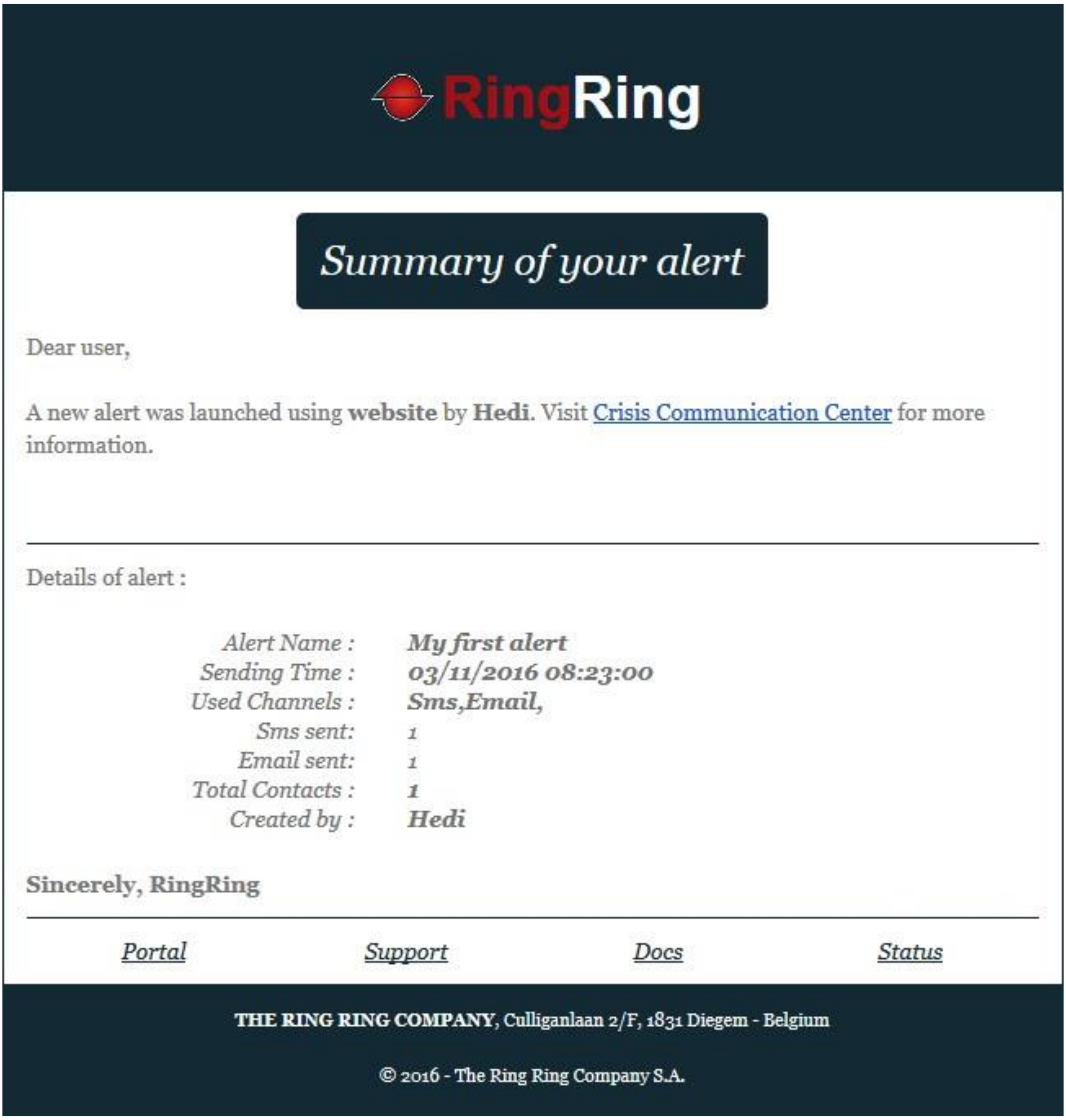


Figure 20 The confirmation tab.

The last tab, once everything is configured, is a recap. Only when clicking on "Execute" will the alert be send.

An email and an SMS is send to all the administrators to warn that an alert has been triggered.



RingRing

Summary of your alert

Dear user,

A new alert was launched using **website** by **Hedi**. Visit Crisis Communication Center for more information.

Details of alert :

Alert Name :	***My first alert***
Sending Time :	***03/11/2016 08:23:00***
Used Channels :	***Sms,Email,***
Sms sent:	*1*
Email sent:	*1*
Total Contacts :	***1***
Created by :	***Hedi***

Sincerely, RingRing

Portal *Support* *Docs* *Status*

THE RING RING COMPANY, Culliganlaan 2/F, 1831 Diegem - Belgium

© 2016 - The Ring Ring Company S.A.

Figure 21 An example email that is send to the administrators when an alert is triggered.

3.8 Report and follow up

Once the alert sent, you will find it in the reports tab.

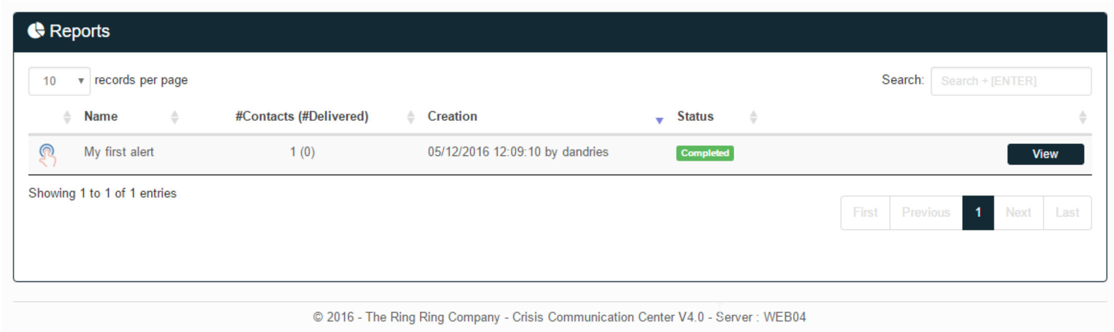


Figure 22 The reports tab show all alerts sent or to be sent between two dates.

If the alert is scheduled in the future, you will be able to either cancel it, or edit some parameters. This will not be possible anymore once the alert is being sent or already sent.

When clicking on View on the line of your alert, you will be redirected to the full report of the alert.

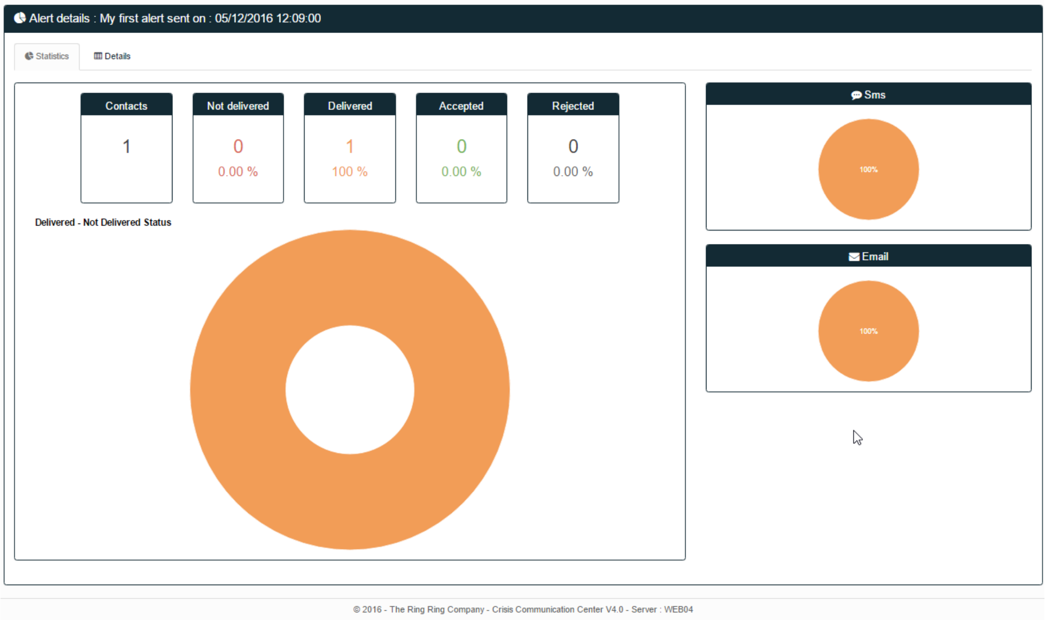


Figure 23 The report view.

The statistics tab allows you to see the result at a glance.

The details tab show you a detailed view for each contact.

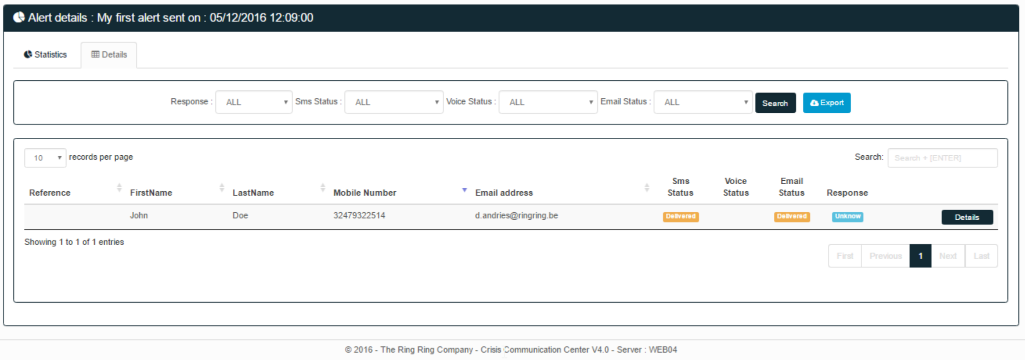


Figure 24 The detailed view for each contact.

Each contact can also be inspected by clicking on Details next to a contact.

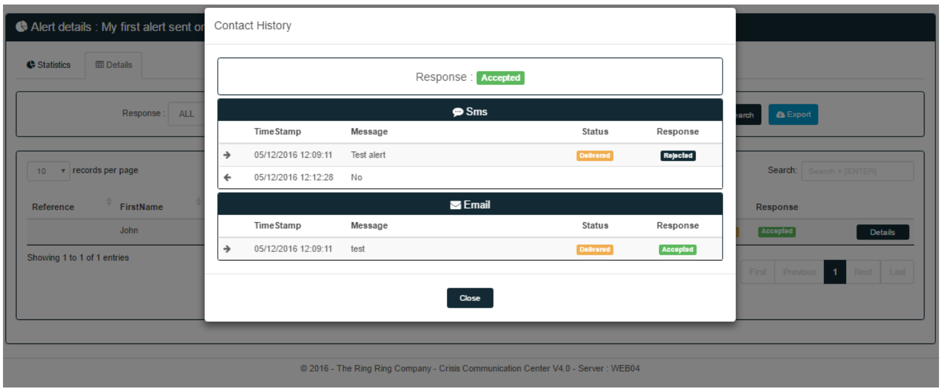


Figure 25 The details view for a specific contact.

3.9 Quick alert trigger

Alert templates (explained in the Settings/Templates part of this guide) are visible on the main page when you login.
You can, from there execute an alert. This will require a second click on send when doing so, to prevent a misfire.

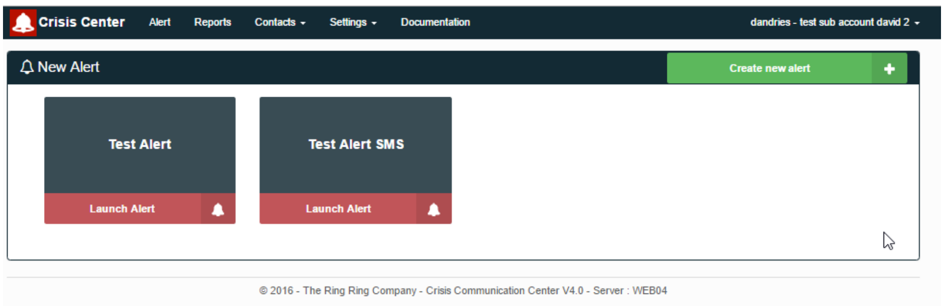


Figure 26 The home page.

4. Settings

Top ↑

4.1 Contact fields

Before working with your contacts, you might want to define customized fields.
Those fields will be used every time a contact is used.
You can decide to disable a custom field and enable it back at a later time if needed.

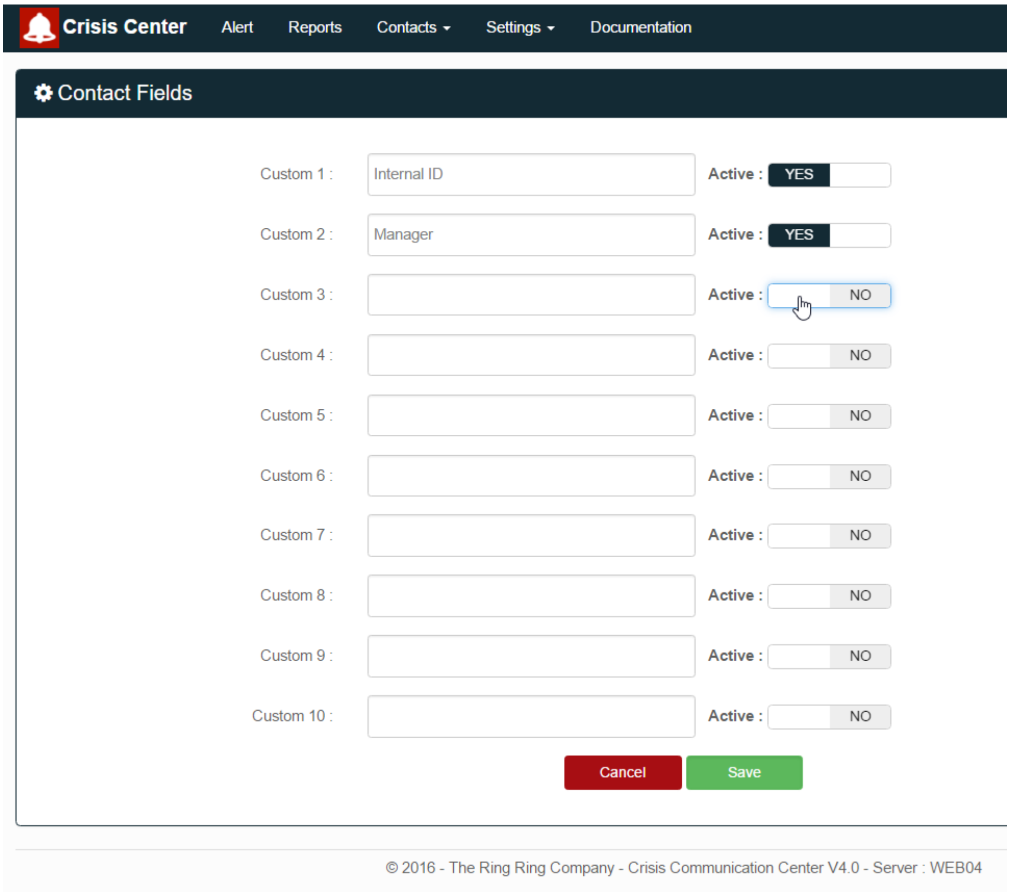


Figure 27 The custom contact fields management page.

4.2 My Profile

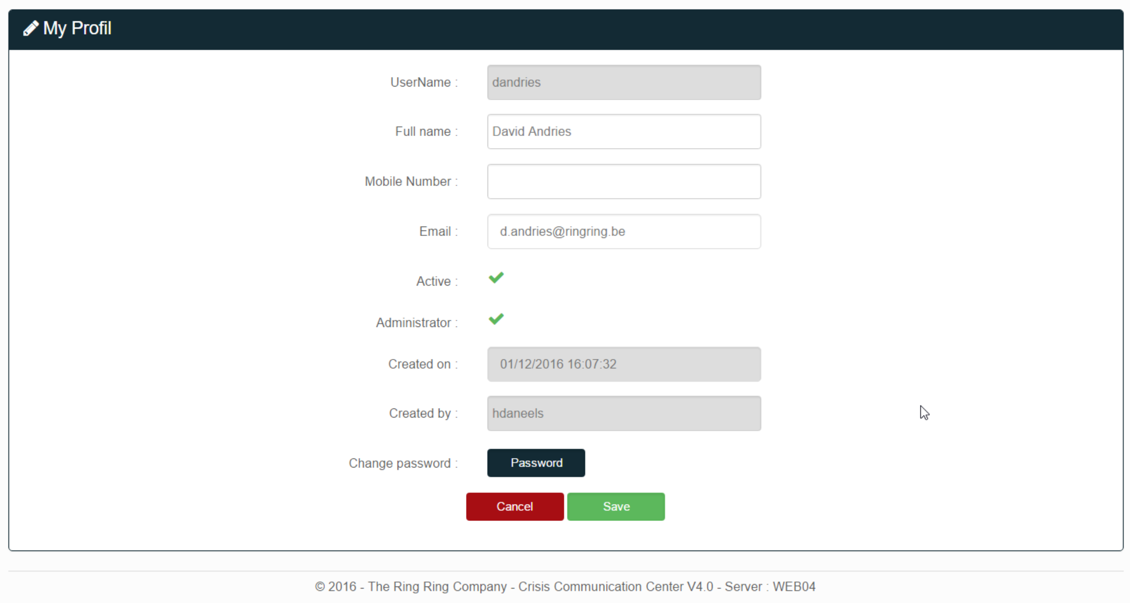


Figure 28 The My Profile configuration page.

You can change multiple options in this page.

- Your password
- Define your Full Name
- The mobile number that is alerted when a new alert is sent
- Your email address

The following information is also visible.

- The username of the account (this cannot be changed)
- The date of the account creation
- By whom was the account created
- Is the account active
- Does the account have administrator rights

4.3 Account Profile

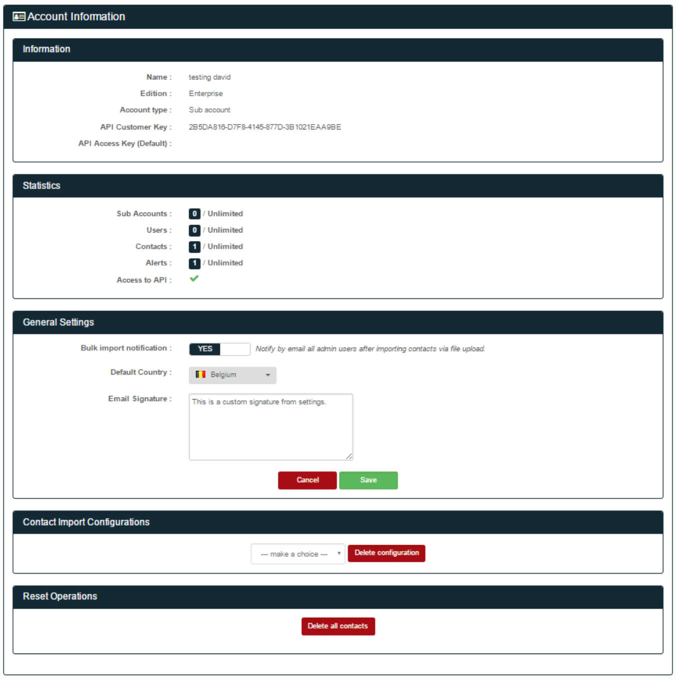


Figure 29 The account information screen.

The account information screen allows you to do the following:

- Enable notifications when importing contacts
- Select a default country for your account
- Add an email signature to all your emails
- Remove existing import configurations

You will also find the following information:

- The name of the account
- The edition of the software and its limitations (you will find the latest information on the different editions on http://www.crisiscommunicationcenter.com)
- Your API key and your API access key if you have one in your software edition

4.4 Sub Accounts

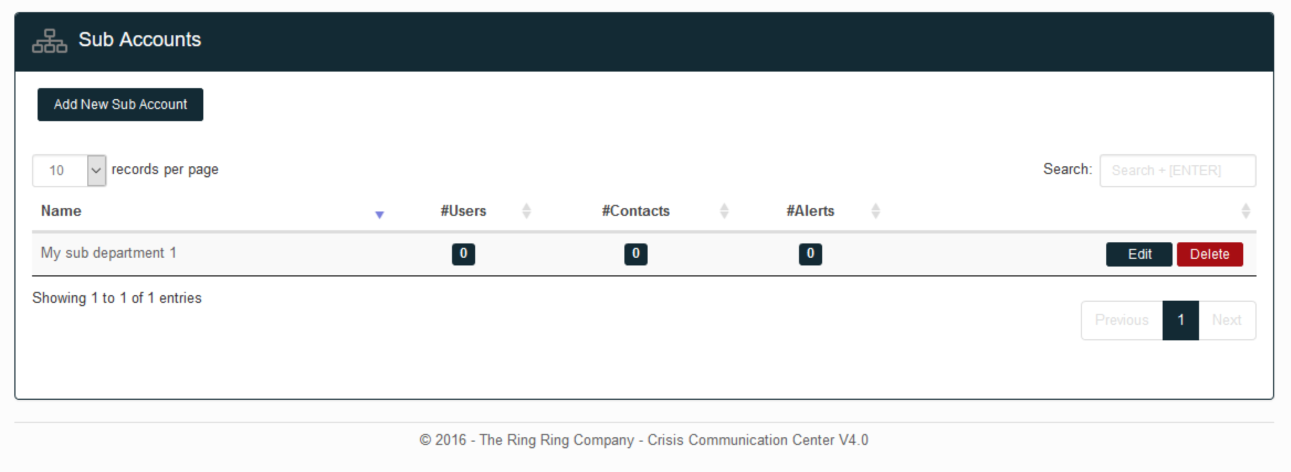


Figure 30 The sub account management screen.

If your edition allows the use of subaccount, you can manage them in the subaccount menu.
Subaccounts are entirely separated from each other's and have their own environments with own users, contacts, templates, alerts and settings.

Deleting a subaccount will also delete all its users, contacts and alerts.

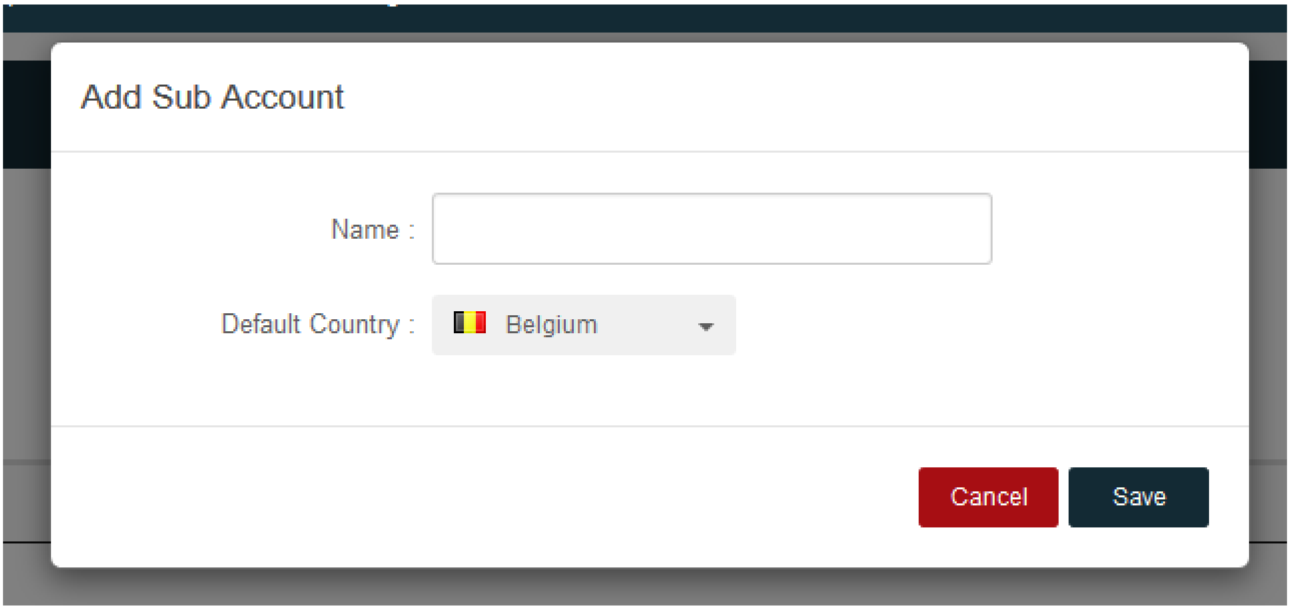


Figure 31 The new subaccount creation page.

4.5 Users

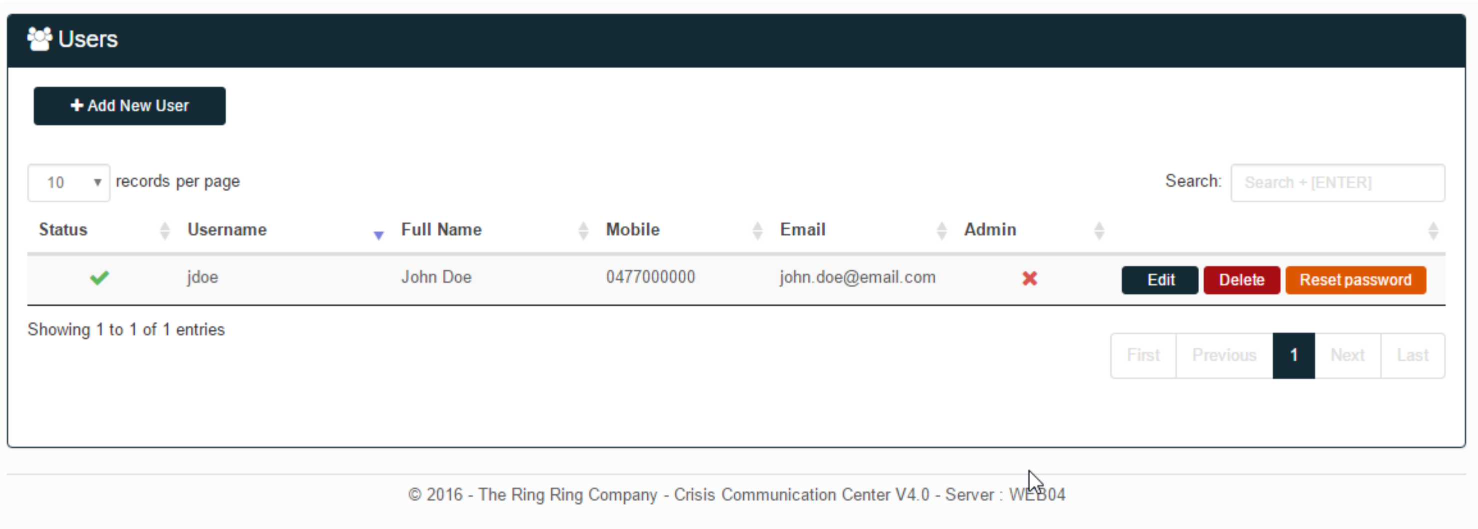


Figure 32 The users screen.

The user screen allows you to create/edit/delete users. You can also reset a password using this page. This will send an email to the user so he can define a new password.

Users who have the **administrator** status have full access and can create other users (Admin, User & Agent).
Users who have the **user** status have full access, except the creation of other users
Users who have the **agent** status can activate predefined alerts and can consult reports of alerts

Users who have the administrator status can create other users.
For auditing and security reasons, a user cannot be recreated as it is never removed.
This allows us to trace alerts to old users if needed.

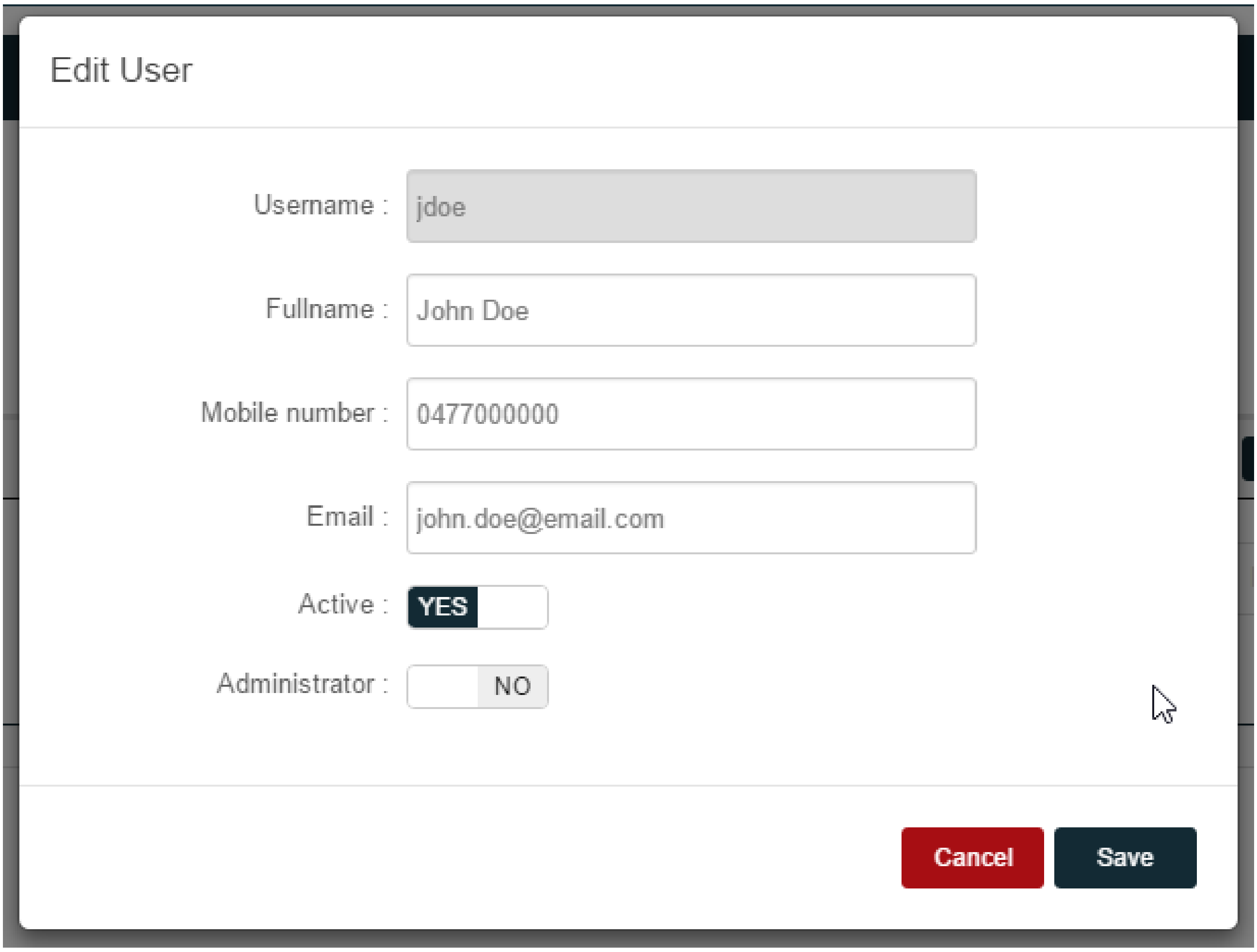


Figure 33 The new user and edit user window.

You do not have to remove a user if you want to block his access. You can simply edit it and set it as inactive.

5. Settings / Templates
Top ↑

5.1 Alert Templates

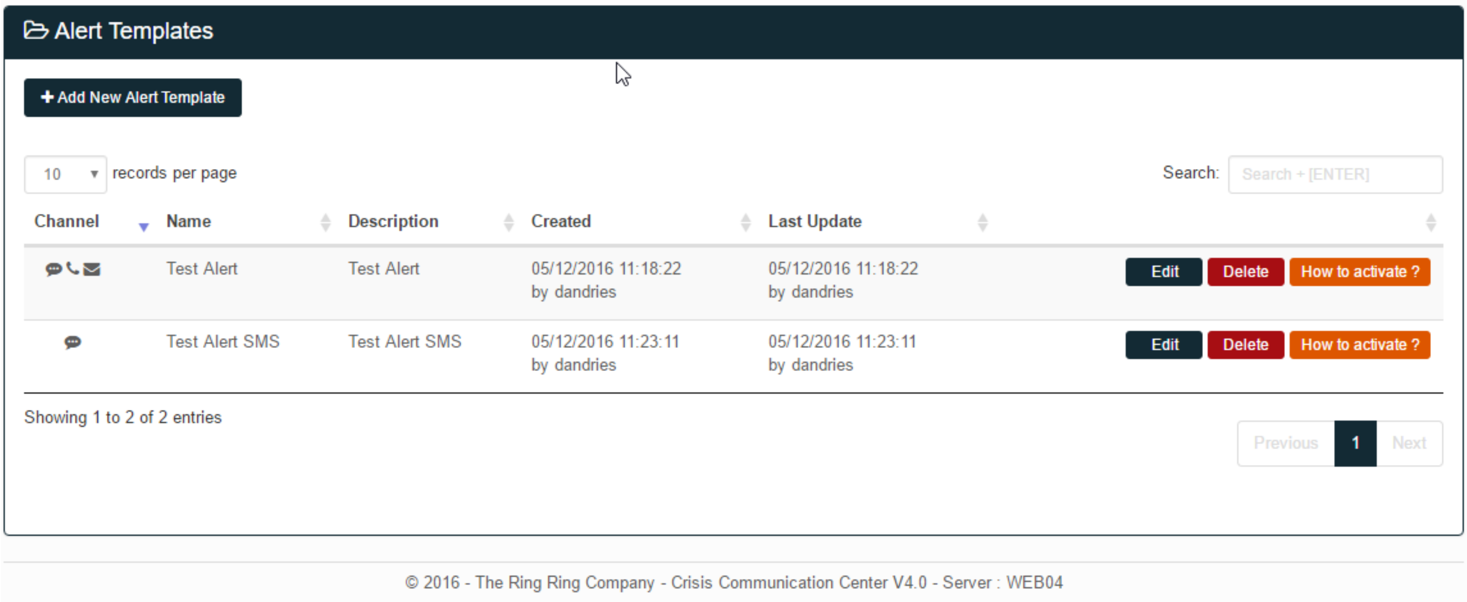


Figure 34: The Alert templates overview window.

In the alert templates page, you get a clear overview of all templates available to you.
From there, you can edit, delete and create new alerts.

The how to activate link gives you the API information to launch the alert programmatically.

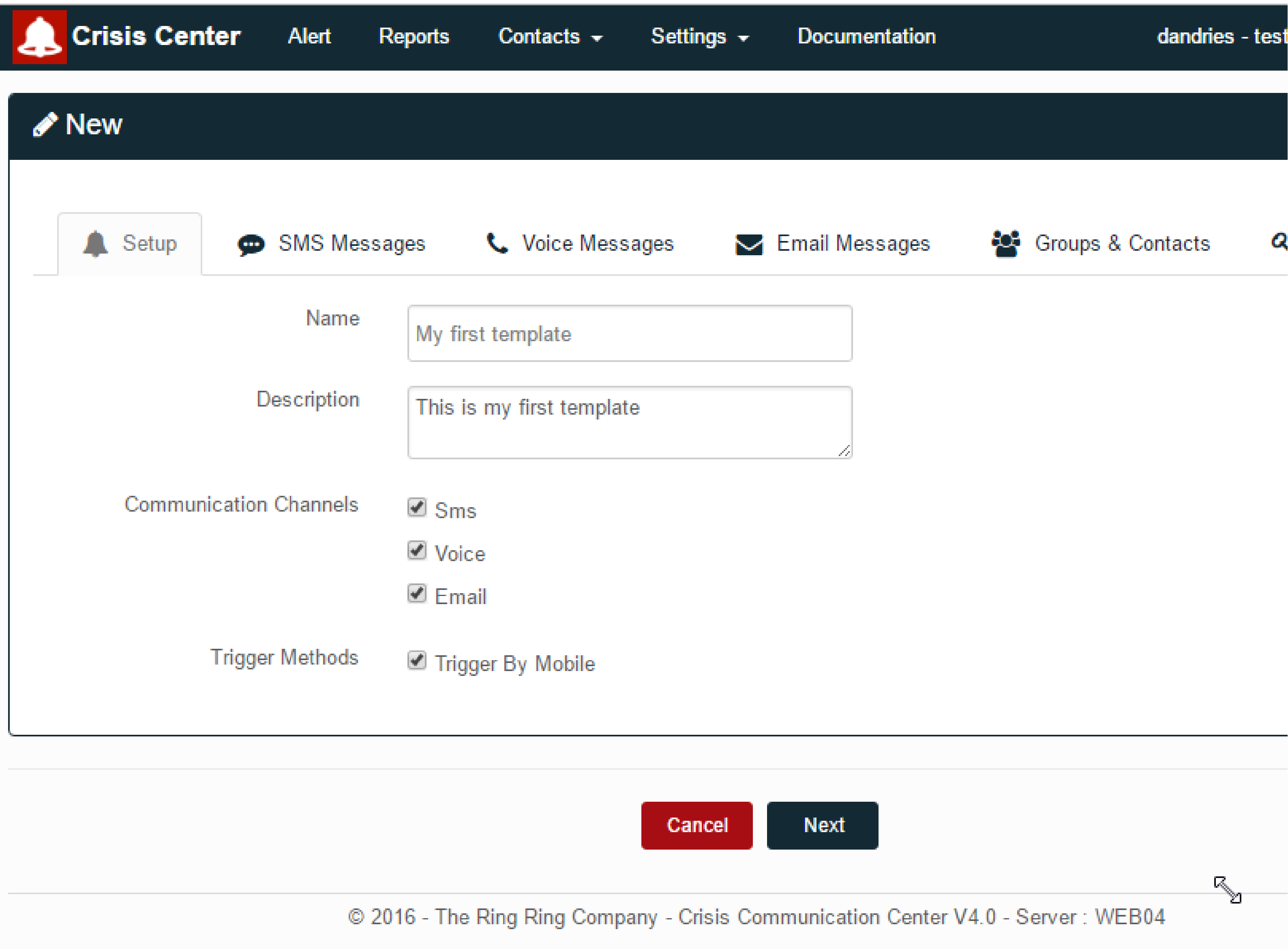


Figure 35: The API link for your alert.

Figure 36: The configuration window of your alert.

When creating a new Alert template, you first need to define the name of the alert and a description, which is optional.

You will have to choose which medium you want to use for your alert.

If you have purchased the option, you can enable the trigger by mobile option. This will allow to trigger this alert remotely by sending an SMS to our system.

If you choose to use the SMS medium, you then need to define the templates you want to use or create new SMS messages for this alert template.

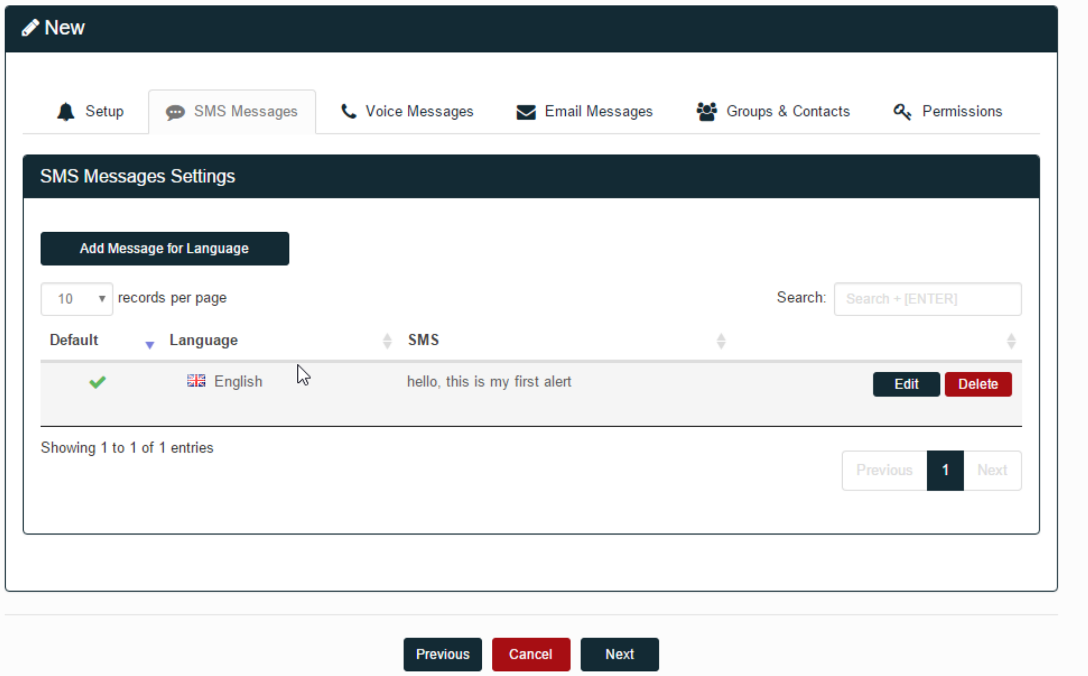


Figure 37: Selecting your SMS messages.

If you choose to use the Voice medium, you then need to define the templates you want to use or create new Voice messages for this alert template.

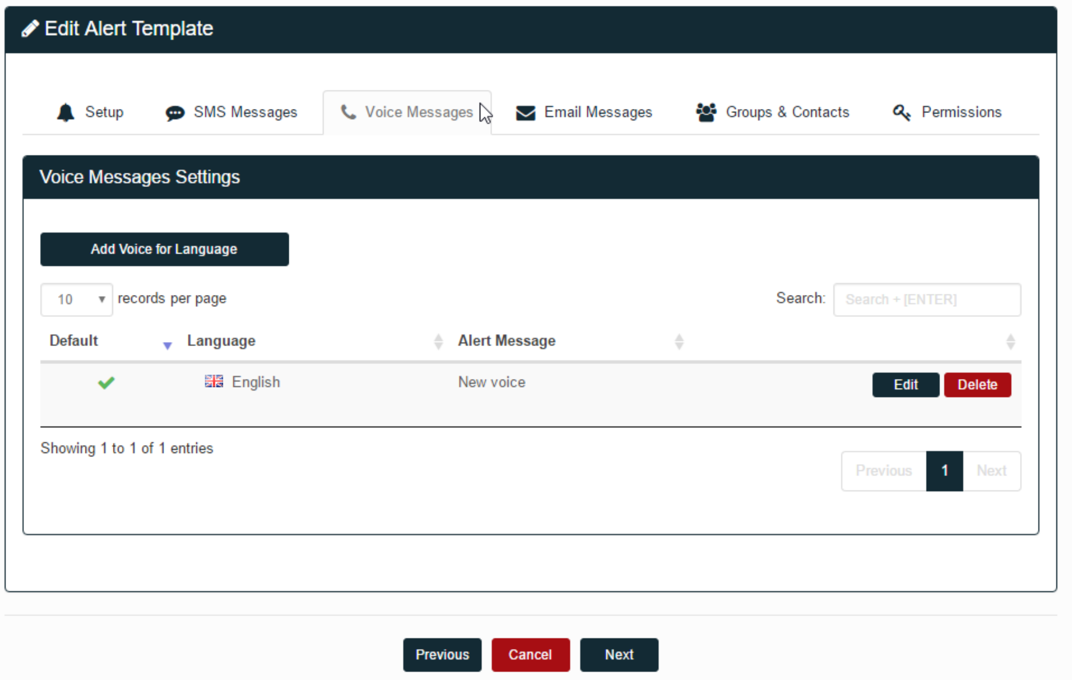


Figure 38: Selecting your Voice messages.

If you choose to use the Email medium, you then need to define the templates you want to use or create new Email messages for this alert template.

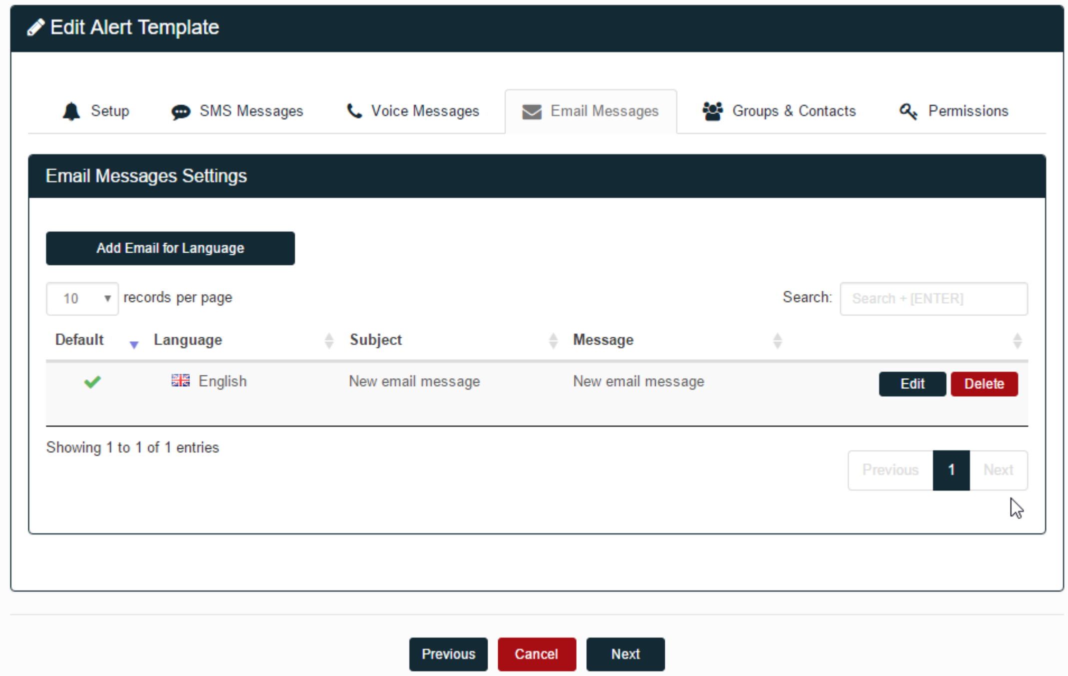


Figure 39: Selecting your Email messages.

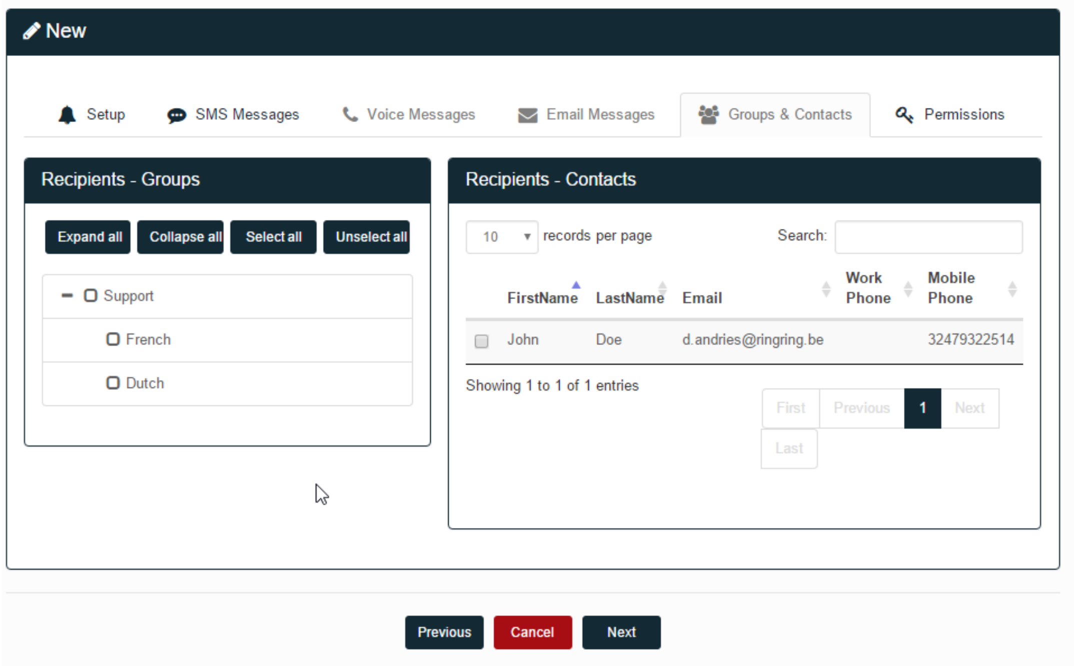


Figure 40: Selecting your contacts.

You then have to select the contacts that will be alerts. You can select groups, contacts or a combination of both.

The latest information will always be used when triggering an alert. For example, if you remove a contact from a group after creating an alert template, that contact will not be contacted anymore.

The last tab allows you to choose who can trigger that alert template.

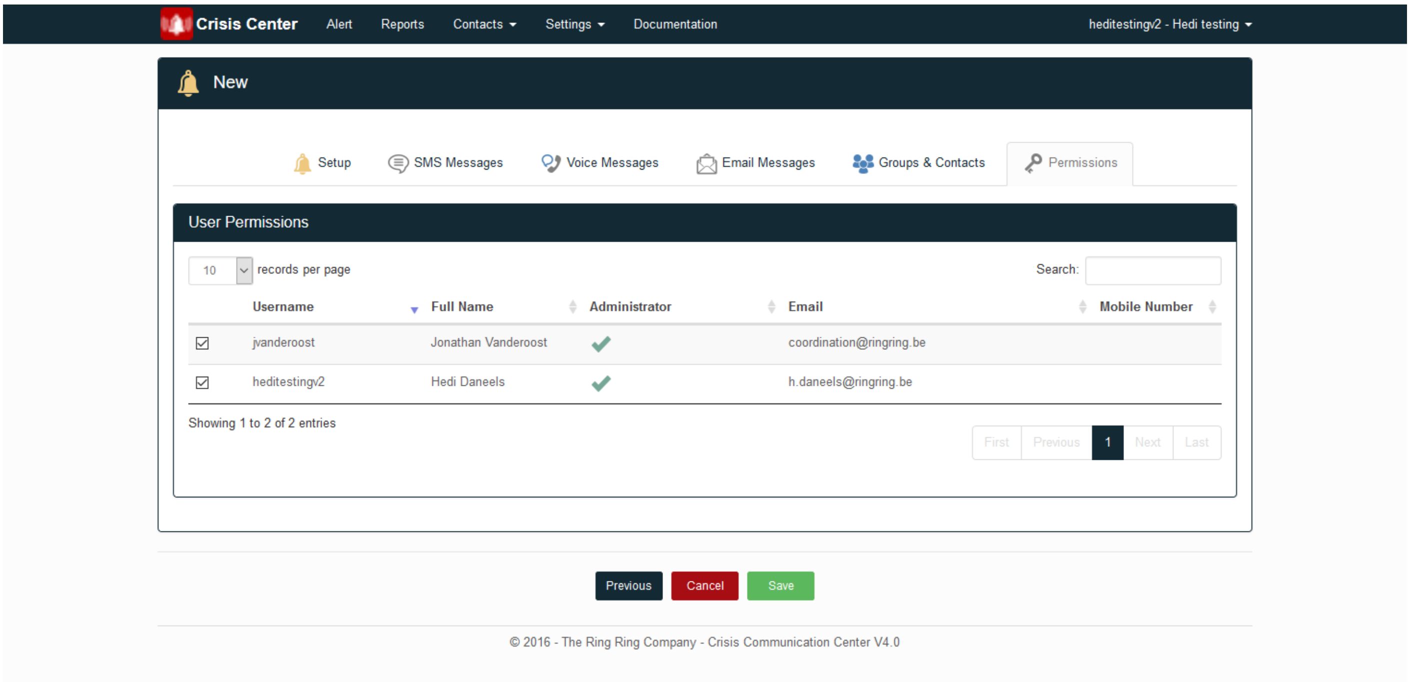


Figure 41: Configuring your permissions.

When clicking save, you will get an information page telling you the alert is saved.